

Job Description



Title: HR Specialist

Reports To: Associate Director of HR Services

Department: HR Services

FLSA Status: Exempt

Employment Status: Full-time

Job Focus: Rapid Response Consulting Services

About Mammoth

Mammoth started with a simple idea: together, we can do HR better. We partner with employers to solve HR issues, protect organizations, and transform workplaces. We help employers across all 50 states stay up-to-date on the HR landscape by providing straightforward advice, subject matter expertise, and a suite of digital tools. With Mammoth, employers will never face HR challenges alone.

Because of that, we take pride in doing the same within our own company -- a collaborative, creative, and innovative team headquartered in downtown Portland. Recently recognized as one of the best companies to work for both nationally and regionally, we embrace creativity and fresh ideas and encourage each employee to make a positive impact on the company and our clients every day.

We pride ourselves in work-life balance and caring for our employees. We offer a competitive and unique benefits package for our employees including a personalized paid time off program, medical/dental/vision employer-sponsored insurance, 401(k) plan with employer match, paid sabbaticals, paid volunteer hours, tuition reimbursement, a commuter benefit, and many more perks.

Job Summary

Our team is growing and we have a need for another HR Specialist to join the Mammoth HR Services team! The HR Specialist works with our clients over the phone and responds to HR questions. The HR Specialist will also develop and customize employee handbooks, provide handbook consultations, and create custom HR documents. This is all done in effort to make HR personal, approachable, and simple for our clients. This role has many opportunities to contribute on our team of professionals. We love helping clients via phone, chat, and through our systems so communication through all mediums is key to success.

This particular position requires a keen sense of prioritization combined with a well-rounded understanding of the HR field, including employee relations, wage and hour, leaves of absence, and benefits administration. The individual who fills this role needs to be comfortable working in a fast-paced, constantly changing environment, and must be flexible switching from one HR topic to another.

Essential Duties and Responsibilities

- Consult with clients over the phone to help them address their HR issues, often at a moment's notice
- Provide guidance to businesses across the US based on personal experience, knowledge, and industry best practices
- Answer client calls and communications to triage issue to determine who should handle
- Respond to clients' HR questions and document requests (by phone and/or in writing)
- Develop and customize employee handbooks for clients in all 50 states
- Adhere to quick turnaround times and high call or request volume
- Create and build a productive, trusting relationship with clients and colleagues
- Work with HR Content team to develop new tools and features for our clients to use through our website
- Collaborate with colleagues to constantly improve team workflow
- Other tasks as assigned

Qualifications (Knowledge Skills and Abilities)

- 4+ years of experience working in a Human Resources role with generalist responsibilities
- 2+ years of experience managing HR functions in compliance with applicable laws and regulations
- HRCI or SHRM HR Certification required (scheduled exam date is acceptable)
- Ability to organize and efficiently manage multiple priorities with a keen sense of urgency
- Strong customer service skills; ability to explain complex HR issues in an easy to understand way
- High level of discretion and ability follow confidentiality protocols
- Excellent interpersonal, communication (written and oral), and presentation skills
- Composition and word processing skills with Intermediate or greater MS Office skills
- Demonstrated experience in developing and reviewing HR policies
- Demonstrated experience in composing written explanations of employment law and employee relations issues
- Ability to see the “big picture”, but work within the details
- Strong Internet navigation and research skills

Preferred Qualifications

- Experience in compensation, benefits, and health care reform
- Experience working with leave requirements or paid leave plan administration
- Knowledge of immigration laws
- Bi-lingual fluency in Spanish

Physical Demands and Work Environment

While performing the duties of this job, the employee is regularly required to effectively communicate via telephone, video call, and email. The employee is frequently required to remain in a stationary position and occasionally required to move from one location to another, inside or outside of the office. The employee is required to constantly use computer and office productivity equipment such as a desktop computer, laptop, tablet, printer, and calculator, as well as computer software such as the Microsoft Office Suite. The employee must frequently move up to 10 pounds and occasionally move up to 25 pounds. The office has an open floor plan and the noise level in the work environment is usually moderate to loud.

Mammoth is an Equal Opportunity Employer and complies with ADA regulations.