



Where Human Resources Takes Center Stage.

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Employee Name: _____
(Printed)

Job Description

Position	Human Resources Generalist / Coordinator
Job Classification	Non-Exempt
Stand. Occ. Class. (SOC) Code	13-1071
Supervisory Responsibilities	None
Date Created/Revised, By	July 18, 2026, Sheena Leugers

About AnCor HR

At AnCor HR, we know that great human resources support is about more than policies and paperwork—it's about people. Since 2019, we've partnered with small businesses to provide personalized human resources, payroll, benefits, and employment administration services through our administrative services outsourcing (ASO) business model, allowing our clients to focus on running their businesses. We work alongside our clients as a trusted extension of their leadership teams, delivering practical guidance, responsive service, and thoughtful solutions that support both their organizations and employees.

Every client is unique, and we take pride in building lasting relationships based on trust, collaboration, and exceptional service. We proudly partner with organizations across a wide range of industries, including manufacturing (both union and non-union environments), business-to-business retail sales, funeral service logistics, and nonprofit organizations focused on entertainment, philanthropy, human services, and other community-based services.

Purpose of Position

The Human Resources Generalist / Coordinator supports AnCor HR's outsourced human resources consulting services by providing accurate, responsive, and comprehensive support to the Director of Human Resources, client organizations, and their employees. This role performs a broad range of responsibilities, including recruitment and onboarding, employee relations, benefits administration, payroll and HRIS support, compliance, recordkeeping, training coordination, and day-to-day administration, while exercising sound judgment, professionalism, accountability, and discretion to maintain strict confidentiality and deliver exceptional service to clients and employees.

Essential Duties and Responsibilities

General HR Administration and Client Support

- Maintains accurate and up-to-date employee files, HR records, documentation, and HRIS data, ensuring confidentiality and compliance with applicable requirements.
- Responds to applicant, employee, supervisor, and client questions regarding standard HR policies, benefits, hiring processes, employment records, and related HR matters, referring complex or sensitive issues to appropriate senior-level HR staff or management.
- Performs routine HR program administration in areas such as benefits and payroll administration, employee relations, performance management and compliance; may assist

Director of Human Resources in areas such as compensation, leave management, disciplinary matters, investigations, recognition, training, and safety.

- Assists with employment-related documentation for staffing changes, including transfers, leaves of absence, resignations, terminations, layoffs, and other employment status changes.
- Assists with planning and execution of HR-related events and meetings, including benefits enrollment, new hire orientation, employee recognition, organization-wide meetings, and training activities.

Recruitment and Onboarding

- Supports recruitment activities, including reviewing and posting positions, answering applicant inquiries, conducting initial phone interviews, scheduling interviews, tracking candidate status, communicating with candidates and hiring managers, and assisting with hiring documentation. May also review applications.
- Coordinates and conducts onboarding activities, background check processes, new hire orientation, employee eligibility verification, and completion and maintenance of required employment forms, including Form I-9 documentation.

Benefits Administration

- Administers employee benefits processes for clients' employees, including enrollments, changes, terminations, employee questions, audits, vendor communication, reconciliation, and related payroll deduction documentation.

Payroll Administration

- Administers payroll-related processes for clients' employees, including establishing and maintaining payroll records, entering new hires and employee changes, processing client payrolls, updating deductions, benefit elections, tax withholding information, job and department changes, garnishments, audits, discrepancy resolution, correction of processing issues, and related payroll documentation while maintaining confidentiality of payroll information.

Compliance, Audits, and Records

- Conducts audits of HR files, payroll records, benefits records, I-9 files, and other HR programs to ensure required documents are collected, filed, and maintained appropriately.
- Supports compliance with federal, state, and local employment laws and regulations, recommended best practices, and organizational policies and procedures.
- Maintains current knowledge of human resources laws, trends, best practices, regulatory changes, and HR technology.

Reporting and Team Support

- Prepares reports, summaries, documentation, and other information as needed to support clients, the Director of Human Resources, and other team members.
- Supports and participates in client and community engagement initiatives that align with organizational values and promote positive community impact.
- Performs other duties as assigned.

Education and Experience

- Bachelor's degree in human resources, business administration, or related field preferred; equivalent combination of education and related experience will be considered.
- At least three years of related human resources, benefits, payroll, recruiting, employee relations, or office administration experience preferred.
- SHRM-CP or similar HR credential preferred.

Knowledge, Skills, and Abilities

HR Knowledge and Compliance

- Working knowledge of human resources principles, practices, procedures, and employment-related laws and regulations.

Communication and Relationship Management

- Excellent verbal, written, listening, and interpersonal communication skills.
- Ability to build and maintain effective working relationships with employees, applicants, managers, clients (at all levels of the organization), vendors, and other business contacts while maintaining a service-oriented approach.

Confidentiality and Professional Judgment

- Ability to manage sensitive and confidential information with tact, professionalism, diplomacy, integrity, and discretion.
- Demonstrates trustworthiness, accountability, ownership, initiative, resourcefulness, and sound judgment when representing AnCor HR and serving client organizations.

Organization, Accuracy, and Problem Solving

- Strong organizational skills, attention to detail, follow-through, and ability to perform accurate data entry, basic calculations, and review of payroll, benefits, and HR information with a high degree of accuracy.
- Strong analytical, problem-solving, negotiation, and conflict-resolution skills.

Client-Service Adaptability

- Ability to prioritize work, meet deadlines, work independently with minimal supervision, and remain effective in a fast-paced, high-volume, and changing client-service environment.
- Ability to respond with appropriate urgency to competing client and organizational needs while maintaining accuracy, professionalism, and sound judgment.
- Ability to adapt quickly between multiple client environments, including differing organizational cultures, policies, procedures, systems, industries, priorities, and contractual service expectations.

Technology Skills

- Proficient with Microsoft Office Suite, including Outlook, Word, Excel, and occasional use of PowerPoint.
- Prior experience using ShareFile and Adobe products preferred.
- Proficient with or able to quickly learn payroll management systems, human resources information systems (HRIS), talent management systems, retirement management systems, and similar computer applications.

Working Conditions/Physical Requirements**General ADA Statement**

- Must be able to perform the essential functions of the position, with or without reasonable accommodation.

Work Environment

- Work is generally performed in a professional office or home-office environment with standard office equipment.
- This position may be performed from the employee's home in a dedicated office space within the local service area, subject to business needs.
- Must be available to attend in-person meetings, client visits, trainings, or other work-related events as required.
- When working from their home office, the employee must maintain reliable high-speed internet access across a secure network.
- Occasional travel may expose the employee to outdoor weather conditions.

Technology and Information Review

- Frequent use of a computer, keyboard, telephone, video conferencing platform, printer, copier, and other standard office equipment (supplied).
- Frequently reads, reviews, enters, and interprets written and electronic information, including HR, payroll, benefits, compliance, and employee records.

Communication and Meetings

- Frequently communicates and exchanges information with clients' employees, applicants, supervisors, vendors, and other business contacts in person, by telephone, by video conference, and in writing.
- Frequently participates in meetings, trainings, presentations, and client interactions, which may include receiving, understanding, and conveying information.

Mobility, Travel, and Physical Demands

- Must be able to remain in a stationary position for extended periods and move about an office, home-office, or client location as needed.
- Occasionally bends, reaches, or accesses files, supplies, equipment, or materials stored at various levels.
- Occasionally ascends and descends stairs.
- Occasionally moves, transports, or positions office supplies, files, or materials weighing up to twenty (20) pounds.
- Must be able to travel locally for client visits, meetings, trainings, and other work-related events; this includes frequently driving/operating a personal vehicle (mileage reimbursement available).
- Must have a valid driver's license, daily access to reliable personal transportation, and proof of current personal automobile insurance.

Schedule Requirements

- May periodically work outside standard business hours, including evenings or weekends, based on business or client needs.

Other Requirements

- Must have satisfactory results of background check and other pre-employment screening.
- Must be able to present valid authorization to work in the United States.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. This job description is not intended to be all-inclusive. The employee may be required to perform other business duties as assigned by the immediate supervisor or by another person authorized to give instructions and assignments. The employer reserves the right to revise this job description at any time, with or without notice. This document does not create an employment contract, implied or otherwise, other than an at-will employment relationship. Either the employer or employee may terminate the employment relationship at any time, with or without cause or notice, subject to applicable law.

Employee (signature)

Date

Supervisor (signature)

Date