

**Title:** HR Specialist – Employee Engagement and Retention  
**PG:** 54  
**Status:** Civil Service  
**Position Reports to:** Employee Engagement and Retention Manager  
**Department:** Human Resources

**Class Code:** 2266  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

This is a professional position responsible for work in the office of Employment Engagement and Retention. Work activities involve the design, development, implementation and evaluation of programs regarding employee orientation, recognition, involvement and retention. Employee is expected to function with a high degree of independence. Work is conducted under the general guidance and supervision of the Employee Engagement and Retention Manager.

**ESSENTIAL FUNCTIONS:**

1. Performs various administrative and professional duties in programs such as the Employee Suggestion Awards, Employee Assistance Program and various leisure activity programs.
2. Designs, plans, coordinates and participates in a variety of Citywide community events.
3. Conducts exit interviews with employees who have separated from the City and interprets resulting data in order to assess factors affecting department functioning.
4. Conducts welcoming and orientation processes for newly hired employees.
5. Conducts exiting processes for employees separating from the City according to designated policies and procedures.
6. Works with managers and other City employees to design, plan, coordinate and implement employee retention strategies.
7. Distributes information on a Citywide level regarding benefits, awards, career development, leisure activities, and other special programs.
8. Works with other departments to develop programs and provide information designed to enhance employee adjustment and involvement and improve organizational effectiveness and efficiency.

**ADDITIONAL RESPONSIBILITIES:**

1. May develop and conduct related programs designed to build and maintain a culture of continuous process improvement.
2. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Knowledge of the organizational structure of a medium to large municipality or equivalent employer.
2. Knowledge of the City of Lakeland's vision, mission and strategic goals.
3. Knowledge of methods and practices of organizational analysis and design.
4. Knowledge of methods and tools for creating effective communication presentations.
5. Knowledge of and ability to apply various computer software programs to include MS Office Suite (Excel, Word, PowerPoint and Outlook).
6. Skill in using audio-visual equipment and office equipment.
7. Ability to communicate effectively verbally and in writing.
8. Ability to prepare technical reports, analysis and documents.
9. Ability to learn more advanced techniques of specific equipment and software applications.
10. Ability to identify problems and creatively research and develop solutions to organizational issues.
11. Ability to address and balance the concerns of different constituencies.
12. Ability to plan, coordinate and direct activities among teams, managers, supervisors and directors as needed and manage team resources for the completion of assigned tasks.
13. Ability to perform the physical tasks involved with organizing, setting up and presenting information at assigned department programs and functions.
14. Ability to listen effectively to others.

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15. Willingness to work hours necessary to perform the functions associated with this position in order to meet operational needs.
16. Willingness to maintain confidentiality of departmental records and sensitive situations.
17. Willingness to establish and maintain effective working relationships with supervisors, co-workers, other City employees and the general public.

**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations

The job risks exposure to no significant environmental hazards.

The job requires normal visual acuity, and field of vision, hearing, speaking, fine motor skills and color perception.

**QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):**

1. Graduation from a four (4) college or university with major course work in Human Resources, Business Administration, Adult Education, Training, Organizational Development or a closely related field.
2. Knowledge of Microsoft Office Suite (Word, Excel and Power Point).
3. Five (5) years of experience in positions of increasing responsibility in human resource activities. Experience in employee training, engagement and facilitating meetings is preferred.
4. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

**SPECIAL REQUIREMENTS:**

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid contact telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.