



4248 Park Glen Road
Minneapolis, MN 55416
(952) 928-4648

Title: Human Resources Generalist
Job Type: Full Time
To Apply: For consideration, please submit application [here](#)
Reports to: VP of People & Programs
Location: Remote

Job Summary

The Human Resources (HR) Generalist is a proactive, detail-driven partner who thrives in a dynamic environment and handles ambiguity with composure. Reporting to the VP of People & Programs, this role stewards MAG's day-to-day people operations so leaders and teams can focus on delivering great programs and member value.

Guided by MAG's values, the HR Generalist connects operational excellence with employee experience; keeping cycles on time, data accurate, and communications clear. By turning process into service and insights into action, this role helps strengthen MAG's culture.

Responsibilities

- **HR Operations & Compliance – FORWARD THINKING & TRUSTED SOURCE**
Keep people processes compliant, accurate, and on time, including but not limited to;
 - **Employee Policies:** Maintain MAG Employee Handbook incorporating addendums for state and federal compliance requirements provided by PEO, managing updates/staff communications and acknowledgements
 - **Leaves:** Administer FMLA and applicable state/municipal leave programs via the PEO—manage eligibility, required notices, time/benefit tracking, job-protection status, and return-to-work—maintaining compliant records and separate medical files.
 - **Accommodations (ADA/ADAAA):** Run the interactive process (intake, dialogue, documentation), coordinate reasonable-accommodation decisions with the VP, and monitor follow-ups, ensuring alignment with MAG policy and federal/state law.**Offboarding:** Execute state-correct final pay and COBRA coordinated through PEO; ensure asset return and account de-provisioning; conduct exit logistics and capture insights.
 - **I-9/E-Verify & Backgrounds:** Complete I-9s (including reverifications), maintain secure storage, and (if applicable) run background check with PEO; manage FCRA-compliant adverse-action for background checks
 - **HR Vendor Administration:** Track Service Level Agreements (SLAs) for Applicant Tracking System (ATS), background screening, benefits delivery, Learning Management System (LMS for staff compliance training), and other HR tools through the PEO.
 - **Health & Safety / Workers' Comp (WC):** Coordinate WC claims and incident reporting through PEO; support ergonomic and remote-work safety guidance
- **Support Talent Management – FORWARD THINKING & TRUSTED SOURCE**
 - **Job Description (JD) Maintenance** – execute and manage any modifications of existing JDs
 - **Manage the applicant tracking efforts** for all prospects (post JD, screen resumes, schedule interviews, facilitate internal assessments, develop/deliver offer letters (through the ATS), and communicate with hiring manager and leadership team)
 - **Everboarding (onboarding, job training, professional development)** – Administer and track full-cycle everboarding process, from compliance (payroll/benefits) to role-specific learning, ensuring a consistent, engaging new-hire experience that is also personalized based on the role

Driving **positive change and innovation** in the payments industry that serves the merchants interest through **collaboration, education, and advocacy.**

- **Manage the process for annual performance assessments** including annual organization goals and results input, sending reminders, tracking completion rates, and collecting issues and challenges to escalate as appropriate to the appropriate parties
- **Support Organizational Effectiveness – DIVERSE PERSPECTIVE & COMMUNITY CONNECTION**
 - Co-lead and provide administrative support to the Employee Engagement Council
 - Administer employee satisfaction survey, working with Manager of Communications to ensure information is shared and reminders are sent in a timely manner
 - Schedule and support team learning experiences (virtual and in-person events)
 - Partner to ensure consistency in employee communications, including milestones and other internally focused/HR related items, so that staff are informed and heard on topics relevant to them.
- **HR Administration, Data & Analytics Management – CUSTOMER DRIVEN & IMPACT FOCUSED**
 - Lead execution of bi-monthly payroll, annual bonus and merit increase effectuation
 - Support efforts with PEO annual benefits renewal process and health programs available to Staff
 - Administers MAG Rewards & Recognitions programs, acknowledges team milestones; support bonus calculations and execute inputs for payroll
 - Maintains team directory;
 - Acts as business admin for HR critical MAG systems.
 - Policy governance: Maintains policy register; administers HR records retention schedule
 - Collect information required for benefits/payroll onboarding in partnership with PEO
 - Initiate background check for accepted offers and maintain results through PEO
 - Oversight of reporting for Paid Time Off (PTO) management accruals and payroll/compensation
 - Manage coordination of reporting and data needs between PEO and financial reporting service provider with regards to accounting for payroll and benefits appropriately
 - Perform any analytics as needed through PEO
 - Other duties as assigned

Qualifications

- 1 to 2 years of experience in operations & human resources
- Bachelor's Degree preferred
- Ability to work independently with commitment to work with cross-functional teams
- Ability to work efficiently at a fast pace with attention to detail, and proactive follow-through
- Highly organized and able to manage multiple ongoing projects
- Superior written, presentation, and oral communications and interpersonal skills
- Excellent skills in relationship management
- Proficient with Microsoft Office Suite including Excel, Word, PowerPoint,

MAG Employee Benefits: MAG Employee Benefits can be viewed [on our website](#).

About the MAG

The Merchant Advisory Group (MAG) is a global organization dedicated to driving positive change and innovation in the payments industry through merchant collaboration, education, and advocacy. Representing over 175 of the world's leading merchants across many industries, including airlines, retail, restaurants, insurance, amusement parks, grocery, and software, the MAG facilitates strategic engagement across North America, Europe, and Asia.



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The Merchant Advisory Group is an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, color, religion, gender, sexual orientation, gender identity, national origin or ancestry, age, disability or veteran status or other protected status.

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