

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Employee Relations Manager

Department: Administration

Pay Grade: 514

FLSA Status: Exempt

Job Code: A518

JOB SUMMARY

The purpose of this classification is to plan, organize, manage, train and coordinate a variety of employee relations and organizational development functions, including the implementation of policies, procedures and programs.

ESSENTIAL JOB FUNCTIONS

- Works with all levels of management to set and carry out organizational goals. Champions change and helps others adjust to change to maximize efficiencies. Promotes employee engagement, mediates employee disputes, and develops programs to recognize performance and promote employee retention.
- Evaluates needs of the organization and creates, implements, and leads training programs that develop needed skills. Develops and facilitates training classes for managers and supervisors on hiring policies and practices, interviewing skills, discipline, performance appraisal, and general supervisory skills.
- Oversees the duties of the Education Coordinator by establishing plans, goals, and objectives. Supervises assigned staff and completes employee performance appraisals.
- Advises and makes recommendations to management regarding issues related to progressive discipline policy and procedures. Counsels managers and supervisors regarding job performance and behavioral issues concerning their employees.
- Conducts investigations regarding alleged wrong doing, as well as other investigations as directed by the Director of Human Resources (EEOC, DOL, etc.). Compiles reports and makes recommendations based on outcome of investigations. Proactively handles employee relations issues that may develop into legal matters.

- Reviews, updates, develops and interprets policies consistent with federal, state, and local laws as well as the business needs of the City.
- Attends legal hearings (e.g. Negotiation, Grievance, Unemployment, etc.) for the purpose of providing testimony and monitoring proceedings.
- Responds to inquiries from employees and/or management for the purpose of resolving issues, facilitating communication among parties, and/or providing information or direction.
- Conducts exit interviews for employees separating. Provides feedback and makes recommendations to the Human Resources Director and departmental management regarding trends revealed in the exit interviews.
- Develops a City Workforce Planning Model that ensures staff levels are adequate and sufficient for City operating activities. Analyzes trends, including staff productivity and attrition. Aligns the City's current and future needs and priorities with those of the workforce to ensure legislative, regulatory, service and production requirements and organizational objectives are met.
- Maintains a comprehensive, current knowledge of applicable policies, procedures, codes, regulations; conducts research and maintains an awareness of new issues, methods, equipment, trends and advances in the profession; reads updates and other professional literature; maintains professional affiliations; participates in continuing education activities, conferences, workshops and training sessions as appropriate.
- Attends meetings, serves on committees, and makes presentations as needed; leads review committees, policy committees, safety committees, or other committees; represents the department at community events.
- Communicates with supervisor, employees, and other departments, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems; responds to requests for information or other assistance.
- Prepares or completes various forms, reports, correspondence, time cards, supply lists, or other documents.
- Receives various forms, reports, correspondence, equipment operating manuals, procedures, handbooks, reference materials, manuals, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Operates a personal computer and other general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.
- Provides assistance to other employees or departments as needed.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a Bachelor's degree in business management, human resources, or closely related field; supplemented by a minimum of five (5) years progressively responsible and current generalist experience, including three (3) years employee relations and recruiting experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- None

Special Requirements:

- None

Knowledge, Skills and Abilities:

- Knowledge of State and Federal employment, labor, and immigration laws and government compliance with the Americans with Disabilities Act (ADA) and Equal Employment Opportunity (EEO).
- Ability to develop and present management-training classes for supervisory personnel.
- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to not only communicate effectively, but prepare comprehensive reports and represent ideas clearly and concisely.
- Ability to prepare and deliver effective presentations in both small and large forums.
- Ability to demonstrate independent thought leadership and possess thorough decision making skills.
- Ability to demonstrate objectivity and fair mindedness as the need to consider matters from both the employee's and the City's point of view is required.
- Ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.
- Ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.
- Ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.
- Ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.