



HUMAN RESOURCES DEPARTMENT

POSITION DESCRIPTION

TITLE: Employee Relations Manager **LAST UPDATED:** November 7, 2014
DEPARTMENT: Human Resources **JOB CLASS:**
REPORTS TO: Director of Human Resources **FLSA DESIGNATION:** Exempt

Summary: Under general supervision of the Director of Human Resources, the Human Resources Manager is responsible for leading Human Resources activity in the following areas: employee relations, recruiting and employment, performance management, employee training, policy development and legal compliance, and organizational development. This position supervises HR staff, and assists the HR Director with projects, including long range planning and budget. Performs other tasks as needed.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.

Essential Job Functions:

- Oversees all matters pertaining to employee relations issues to include internal investigation, EEO investigations/claims, etc. Advises employees and supervisors on employee relations issues across City departments.
- Facilitates clear, respectful communication and issue resolution between employees and supervisors. Advises supervisors how best to handle performance and behavioral issues.
- Manages employee appeal process, unemployment responses; advises HR Director, Department Head and City Management as necessary.
- Oversees the City's recruitment and on-boarding process including monitoring placement of advertisements and internal and external recruitment postings; monitors the screening process of candidates for best qualified candidates; monitors and facilitates the testing and interview processes; coordinates with other departments.
- Manages the pre-employment process including supervision of the application and testing process, employee applications, background checks, driver's license checks, physicals and other pre-employment processes.
- Facilitates effective performance management tools and systems including assistance with employee performance improvement plans and feedback to supervisor regarding effective performance management.
- Oversees and/or delivers employee training programs to include sexual harassment, diversity, supervisory, and hiring practices.
- Develops and updates personnel policies; maintains a comprehensive current knowledge of applicable employment laws and regulations.
- Attends and participates in professional meetings, seminars, and events as needed. Maintains an awareness of new trends and advances in the Human Resources profession.
- Consults with departments to determine best organizational structure and staffing for current and future business needs.
- Participates in department budget preparation and administration; monitors and controls expenditures.
- Maintains familiarity, gives input, and assist in other HR functions including payroll, risk, benefits, compensation, and labor relations.
- Plans, directs, coordinates and reviews work of assigned staff; meets with staff to identify and

resolves problems.

- Provide training and direction as needed.
- Evaluates and counsels subordinates regarding discipline and other problems
- Complies with all written City policies and procedures.
- Provides timely, accurate, and thorough performance evaluations for supervised employees.

Other Important Duties:

- Performs duties of Human Resources Director when he/she is away from office.
- Provides employment information to applicants and responds to inquiries related to employment opportunities with the City.
- Travels to attend meetings, conferences and training.
- Performs other related duties as assigned.
- Regular and consistent attendance for the assigned work hours is essential.

Required Knowledge, Skills and Abilities:

- Knowledge of principles and practices of supervision and training.
- Knowledge of federal, state and local laws, rules, guidelines, policies and procedures applicable to human resources management.
- Knowledge of principles and practices of HR practices, including employee relations, performance management system development and administration, job analysis and classification, recruitment and employment processes, benefits and retirement administration, and practices of training processes.
- Knowledge of research, analysis, development, implementation and enforcement of all personnel functions, practices and procedures.
- Proficiency in the use of computers and related equipment, hardware and software for utilization of Human Resources Information Systems.
- Skill in conducting investigations, mediating and negotiating differences and developing consistent enforcement of Human Resources laws, rules, regulations, practices and procedures.
- Skill in tactfully responding to requests and inquiries from employees, supervisors, and the general public.
- Skill in effective oral and written communications and strong interpersonal skills.
- Skill in organize work for timely completion.
- Skill in effectively supervising and delegating duties to assigned staff.
- Ability to research and analyze a variety of information.
- Ability to exhibit strong professional judgment, decision-making, and ethics.

Preferred Education, Experience, and Certifications:

- Bachelor's Degree in Human Resources Management, Public or Business Administration or related field, **and** five (5) years of Human Resources administration experience including at least, three (3) years management experience **or** equivalent combination of education and experience.
- Must pass a pre-employment drug screen, criminal background investigation and MVR check.
- Must possess valid State of Texas Driver's License.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to exposure to extended periods of standing or sitting when presenting safety information, negotiating contracts or agreements.
- May be subject to bending, reaching, kneeling and lifting such as when retrieving files, records and reports and setting up audio visual equipment
- May be exposed to hostile or angry employees and customers.

Equipment and Tools Utilized:

- Equipment utilized includes personal computer, copier, calculator, fax machine, telephone and department vehicle.

Approved By:

Signed by Lauren Safranek, Director of Human Resources
Lauren Safranek, Director of Human Resources

11/11/2014
Date



Shannon Allyn, Human Resources Generalist

11/11/2014
Date