



EMPLOYEE RELATIONS ASSISTANT

Job Code: 472ERA
Bargaining Unit: 08
Effective Date: 8/2010

Description of Work

General Statement of Duties

Performs highly skilled clerical and technical work assisting in the provision of labor relations and performance management services and the implementation of related policies and procedures; performs other related duties as required.

Supervision Received

Works under the immediate supervision of the Negotiations/Labor Relations Manager; also receives assignments and work direction from the Assistant Director of Performance Management.

Supervision Exercised

None.

Typical Duties Performed

The listed examples may not include all the duties performed by all positions in this class.

Prepares costing information for labor agreements as well as appropriate memoranda of agreement and board requests for contract renewals.

Updates salary information based upon negotiation agreements; ensures that salary data is modified accordingly on interrelated spreadsheets; revises formulas as necessary to calculate salary and benefits contract changes; downloads information about affected employees from PeopleSoft; audits documents to ensure that salary information is accurately reflected.

Coordinates work flow activities including the printing and maintenance of labor agreements, scheduling appointments and meetings, and preparing and sending materials. Finalizes negotiated agreements, ensuring all parties are notified, proper procedures have been performed, and proper records are kept.

Contacts law enforcement, county attorney's office, or other external organizations, to research a matter, get information about pending charges, convictions, or otherwise check on the status of a legal matter involving an employee.

Performs case or complaint related research, pulling information together from files, databases, designated individuals and other sources as appropriate. Contacts supervisors to follow-up on the status of case, complaint, or investigation activities.

Schedules investigative interviews and other meetings.

Sets up complaint/investigation files and maintains information.

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Duties and Responsibilities (continued)

Serves as clerical support for the Labor Relations and Performance Management Offices, making decisions in accordance with well-established rules, policies and procedures provides work direction and training for assigned clerical staff.

Serves as back up to the Human Resources Management Assistant and assists with projects.

Acts as a representative of the human resource department by providing assistance to visitors to the office and on the telephones; determines services needed; researches sources of information and provides answers to questions requiring a considerable knowledge of human resources and labor relations; directs individuals to other appropriate staff personnel if necessary.

Responds to routine inquiries and complaints by explaining human resource office policies and procedures, verifying or correcting records; determines when the situation is escalating and must be referred to a human resource administrator.

Processes paperwork and documentation needed to support the labor relations and performance management function; ensures that forms are complete and accurate and that all the proper authorizations have been received.

Maintains data base files regarding various human resources functions (i.e., investigations, discipline, grievance, job analysis) and runs reports as requested.

Coordinates Benefits Labor Management committee meetings. Attends committee meetings, takes minutes and writes them for committee review and approval.

Opens, sorts and reads incoming correspondence in order to refer to the appropriate staff person; responds to routine correspondence as authorized by the administration.

Word-processes a variety of complex documents requiring the ability to utilize advanced software features. Proofreads labor agreement changes for accuracy and to ensure references are correct and updated.

Compiles and organizes labor relations records and files of a complex nature.

Performs other related duties as assigned.

Knowledge, Skills and Abilities

Considerable knowledge of applicable human resource and labor relations policies, practices and procedures.

Considerable knowledge of applicable laws, rules, regulations and reporting requirements.

Working knowledge of department function and organization.

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Knowledge, Skills and Abilities (continued)

Working knowledge of data privacy regulations.

Working knowledge of salary administration and of the payroll system.

Considerable skill in word processing with speed and accuracy.

Considerable skill in using Microsoft Office Word and Excel.

Considerable ability to communicate effectively, both orally and in writing.

Considerable ability to interact effectively with persons at all levels within the district, from outside organizations and/or the general public.

Considerable ability to prioritize work within a constantly changing environment.

Considerable ability to handle private and confidential information appropriately.

Considerable ability to exercise good judgment in responding to sensitive situations.

Working ability to understand and properly apply labor agreement provisions relating to human resource functions.

Minimum Qualifications

Five years of progressively responsible clerical experience, at least two of which must be as a Clerk-Typist 3 or equivalent, and at least one of which must have been performing skilled clerical or technical work in a human resource or labor relations department working with employee contracts, labor or employee relations issues or related activities. Applicants must have at least one year of work experience involving the use of a microcomputer. Forty-five (45) quarter credits of training in human resource topics such as staffing, compensation, salary administration, employee or labor relations, performance appraisal, interviewing, benefits or equivalent may be substituted for the year of work experience in a human resource department.