



**Orange County Department of Education
Human Resources Department
Classified Management Class Specification**

Employee Relations Specialist

Class Code: 1553

Work Days: 225

GENERAL PURPOSE

Under the direction of Senior Human Resources management, serve as a resource to OCDE administrators and staff related to employee relations. Lead and conduct workplace investigations; collect and analyze employee data; conduct research; develop comprehensive reports; lead employee relations projects; and provide assistance to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives direction from higher level management staff.
2. May exercise direct supervision over professional, technical, and clerical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Recommend and assist in the implementation of goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; implement policies and procedures.
 2. Act as a resource to administrative, management, and/or supervisors and staff related to employee relations, including employee complaints, disagreements, and/or work-related matters that adversely affect morale and productivity.
 3. Evaluate and resolve employee relations and work-related matters; meet with administrative, management, and/or supervisory staff to determine appropriate action.
 4. Lead, schedule, and conduct workplace investigations; develop case management and/or investigation plans for each case. Identify witnesses and key individuals; determine method, order, and timing of interviews and evidence to gather; gather evidence and facts required for conducting a proper assessment; identify relevant policies and practices; and research and recommend the action(s) to take to appropriately resolve the case.
 5. Create comprehensive written investigation summaries and reports.
 6. Develop and implement a case management database to organize, manage, and track incidents.
 7. Consult with and advise administrative, management, and supervisory staff with respect to federal, state, and local laws and bargaining unit agreements and recommend solutions for addressing workplace issues and corrective actions.
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8. Assist administrative, management, and supervisory staff in preparing performance management and disciplinary documents.
 9. Interact with employee association representatives regarding employee relations and work-related concerns.
 10. Assist in the development of trainings designed to proactively address workplace issues.
 11. Represent the Administrative Services Division and its Human Resources Department at meetings; make presentations in small and large group settings.
 12. Demonstrate attendance sufficient to complete the duties of the position as required.
 13. Perform related duties similar to the above in scope and function as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Methods, practices, and procedures used to conduct fair and comprehensive workplace investigations.
2. Recent developments, current literature, and sources of information related to employee relations, workplace investigations, labor law, and general human resources related topics.
3. Principles, methods, and techniques of research and investigation.
4. Principles and practices of negotiation techniques.
5. Pertinent federal, state, and local laws, codes, and regulations.

Ability and Skill to:

1. Comprehend, interpret, and apply appropriate sections of applicable laws, guidelines, agreements, regulations, ordinances, and policies.
2. Discern systemic issues revealed during the investigative process.
3. Manage investigatory interviews and other discussions of sensitive and complex subject matters.
4. Manage multiple competing priorities efficiently and effectively.
5. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
6. Establish and maintain effective working relationships with various constituencies.
7. Develop and present training materials.
8. Prepare clear and concise correspondence, reports, and other written materials.
9. Objectively analyze problems, identify potential solutions, project consequences of proposed actions, and implement recommendations in support of goals.
10. Use sound and ethical judgment in the decision-making process.
11. Communicate clearly and concisely, both orally and in writing, in English; and present information effectively in front of both large and small groups.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a bachelor's degree in business administration, human resources management, public administration, or a related field and at least one (1) year of experience in Human Resources or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification must be able to travel countywide to a variety of sites within a reasonable time frame, read written and electronic materials, and communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); perform deskwork for extended periods; and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces and move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Employee typically works in an office environment that is moderately paced with moderate pressure.