

CLASS SPECIFICATION
Labor/Employee Relations Manager

FLSA Status: Exempt
Union Representation: Nonrepresented/Incumbents hired after May 25, 2011 are exempt from Civil Service (Ordinance 184616)

GENERAL PURPOSE

Under general direction, manages and directs the City's labor and employee relations program and activities, including the implementation and interpretation of collective bargaining agreements; acts as the City's chief negotiator in collective bargaining; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single incumbent class is responsible for managing and directing the administration of the City's labor and employee relations program. The incumbent is responsible for administering and interpreting collective bargaining agreements, developing strategy for collective bargaining negotiations and may be designated to serve as chief spokesperson for bargaining specific labor contracts. The incumbent assists the Human Resources Director in developing strategic Citywide human resource plans and setting strategic direction for the City's employee relations and labor relations functions. The incumbent is expected to exercise considerable discretion in carrying out responsibilities independently and with awareness of collective bargaining, negotiation and City cost issues, procedures and sensitivities.

Labor/Employee Relations Manager is distinguished from Labor Relations Coordinator by the incumbent's responsibility for the overall management and administration of the City's labor and employee relations program and its functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the assigned staff; with staff, develops, implements and monitors work plans to achieve bureau mission, goals and performance measures; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.
2. Plans, organizes, directs and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.

3. Provides leadership and works with supervisors to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Administers and manages administration of labor contracts; provides interpretation of labor contract terms to managers and employees; oversees processes for the review and resolution of employee grievances; advises managers and employees on the more sensitive labor and employee relations matters, including grievance and arbitration procedures and actions and employee performance issues; advises and assists managers and supervisors in identifying issues and determining appropriate courses of action; works with managers and labor organizations to resolve problems; represents the City and makes presentations of the City's case in interest and grievance arbitration.
5. Acts as the City's chief negotiator and designated bargaining representative; researches and develops contract and costing proposals; identifies City collective bargaining and bargaining unit issues and interests; develops strategy for labor contract negotiations; presents and advocates on behalf of the City's interest.
6. Researches, develops, implements and administers new labor and employee relations, collective bargaining and other human resources policies and procedures.
7. Serves as a City-wide resource and consultant to City bureaus on employment laws, policies, regulations, City Code and Personnel Rules.

OTHER DUTIES

1. Participates in strategic planning for City-wide human resources functions and services; supports the Human Resources Director in the coordination and implementation of programs.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles and practices of labor and employee relations, including negotiation and contract administration practices.
2. Principles, practices and techniques of public personnel administration, including recruitment, testing and selection, classification, compensation, EEO/affirmative action, employee relations, employee development and performance planning and appraisal.
3. Administrative principles and methods, including goal setting, program development and implementation.

4. Federal, state and local laws, regulations and court decisions applicable to areas of assigned responsibility.
5. Principles and practices of public administration, including budgeting, reporting and maintenance of public records.
6. Research methods and data analysis techniques.
7. Trends in human resource program development, especially in the areas of labor and employee relations and collective bargaining.
8. City functions and operations and associated human resource management issues.
9. Principles and practices of effective business communication.
10. Operation of standard business computer software.
11. Principles and practices of effective supervision.
12. City human resources policies and labor contract provisions.

Ability to:

1. Strategically plan, organize, design, implement and monitor a comprehensive City-wide labor and employee relations program including data gathering and reporting procedures.
2. Gather relevant data, analyze problems, evaluate alternatives and make appropriate recommendations.
3. Understand, interpret, explain and apply City human resource rules, regulations, policies and procedures and applicable local, state and federal legislation and regulations.
4. Exercise independent judgement and initiative within established guidelines.
5. Present proposals and recommendations clearly and logically.
6. Represent the City effectively in dealings with employees and employee organization representatives on a variety of labor relations and collective bargaining issues.
7. Negotiate effectively on behalf of City management.
8. Communicate effectively orally and in writing.

9. Prepare clear, concise, accurate and persuasive reports, correspondence, analytical studies and other written materials.
10. Maintain confidential and sensitive information.
11. Exercise tact and diplomacy in dealing with sensitive, complex and confidential human resource issues and employee situations.
12. Establish and maintain effective working relationships with elected officials, bureau and City managers and supervisors, employees, employee organizations, union representatives and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in business administration, management, human resources, psychology or a closely related field; and at least seven years of progressively responsible experience in the development, implementation and supervision of labor and employee relations activities and programs, including serving as a principal agency spokesperson/negotiator; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Revised: 05-25-11 Ordinance 184616 revised classification to be excluded from the Civil Service.

Title change from "Labor Relations Manager" to "Labor/Employee Relations Manager" 12-03-02.

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

EMPLOYEE RELATIONS MANAGER. Adopted: 09-21-76; Revised:03-12-90, 05-29-90, 07-01-92

June 2009 - Change Job Class number from 7281 to 30000537, due to system change.