

CLASS SPECIFICATION
Employee Relations Manager

FLSA Status: Exempt
Union Representation: Non-represented

GENERAL PURPOSE

Under general direction, responsible for the primary leadership and direction of all activities and staff involved in providing onsite generalist Human Resources (HR) services to City bureaus/offices. The Employee Relations Manager serves as a key advisor to the HR Director as well as operating bureau/office Directors in the identification and delivery of both short- and long-term HR actions in support of operating bureau/office objectives. In this position, the Employee Relations Manager is responsible for ensuring the efficient and effective performance and professional growth of individual subordinate team members, while enabling continuous improvement and delivering value-added services through the Employee Relations team structure. The Employee Relations Manager delivers internal consulting services to support bureau/office Directors in their decision-making, assisting in the identification of strategic human resource issues, operating policies, and critical service needs.

DISTINGUISHING CHARACTERISTICS

This single incumbent classification is responsible for managing and directing the administration of the City's employee relations programs. The incumbent is responsible for leading all activities of the HR site teams in support of bureau/office goals Citywide. The Employee Relations Manager is distinguished from Labor Relations Manager by the incumbent's responsibility for the management of the HR site teams, whereas the Labor Relations Manager is responsible for the City's labor contract negotiations and maintenance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

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. Brokers and influences HR services with client bureaus/offices as well as other functions and business units within the City. Provides end-to-end HR support and ensures that all site level HR needs are met.

4. Manages and directs HR business partners and other HR staff involved in providing services to bureaus/offices; coordinates and facilitates the provision of HR services centrally from BHR.
5. Provides leadership to the HR business partner team and works to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management.
6. Oversees the operational administration of applicable collective bargaining agreements, City policies and procedures, and state and federal employment laws.
7. Measures and reports on the performance of levels and impact of services provided through the HR business partner team structure.

OTHER DUTIES

1. May conduct high level investigations, executive recruitments and selection, and provide support to standing and ad hoc HR committees.

MINIMUM QUALIFICATIONS

Knowledge of:

1. US federal and Oregon state employment laws, City of Portland Charter, Codes, Administrative Rules and Ordinances, City of Portland Human Resource Administrative Rules and guidelines, and Bureau of Human Resources program and administrative standard operating procedures.
2. Collective Bargaining Agreements within the City of Portland.
3. Principles and practices of human resource management.
4. Principles, practices and techniques of public personnel administration, including recruitment, testing and selection, classification, compensation, EEO/Affirmative Action, employee development and performance planning and appraisal.
5. Principles and practices of employee and labor relations, including negotiation and contract administration.
6. Principles and practices of public administration, including budgeting, reporting and maintenance of public records.
7. Principles and methods of program development and implementation including goal setting.
8. Federal, state and local laws, regulations and court decisions applicable to City bureaus/offices.
9. Research methods and data analysis techniques.
10. Trends in human resources program development, especially in the areas of providing a broad array of human resources support services.
11. Operation of standard business computer software.
12. Principles and practices of effective management and supervision.

Ability to:

1. Strategically plan, organize, design, implement and monitor a comprehensive City-wide human resource support services program as it applies to assigned client bureaus.
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 judgment 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 human resources issues.
7. Communicate effectively orally and in writing.
8. Prepare clear, concise, accurate and persuasive reports, correspondence, analytical studies and other written materials.
9. Maintain confidential and sensitive information.
10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential human resource issues and employee situations.
11. Establish and maintain effective working relationships with elected officials, bureau and City managers and supervisors, employees, employee organizations 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 employee relations activities and programs, or an equivalent combination of training and experience. Experience in a public agency is preferred.

Class History:

Adopted: 01-08-2018