



## City of Irving Job Description

### Employee Relations Coordinator

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Human Resources
<b>Job Code:</b>	Q172	<b>Reports To (Job Title):</b>	Employee Relations & Compliance Administrator

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#### PURPOSE

To provide city-wide Employee Relations support under the guidance of the Senior Employee Relations Advisor by facilitating intra-departmental resolution of questions and concerns, and, in so doing, increase departmental capacity to maintain productive, dynamic cultures. This position will serve as a liaison between Human Resources and city departments, facilitating successful onboarding and gathering departmental training and development needs under the guidance of the Senior Employee Relations Advisor.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Discretely and professionally provide clerical support in handling confidential matters.
- Write, type, or enter information into computer to assist with preparation of investigation reports or other documents.
- Compile and maintain statistical information for area of responsibility.
- Conducts departmental surveys and performs research to determine if any performance or discipline factors are present and provide preventive actions.
- Prepare, review, maintain and archive a variety of files and reports.
- Serve as liaison to current and former employees, facilitating onboarding and exit interview process.
- Assist with administering mandatory reasonable suspicion and alcohol screenings.
- Review management's recommended actions for less severe disciplinary violations, such as verbal/documented counseling and written reprimands and advises on suitability based on consistency and policy.
- Provide input in the development of policies and procedures for the city.
- Compose and process pending unemployment modification claims in accordance with state regulations; represents the city during unemployment appeals hearings.
- Work collaboratively with the Senior Employee Relations Advisor, Payroll personnel, and Risk Management to coordinate and maintain Return to Work (RTW) paperwork, processes for accommodations, functional capacity evaluations and temporary modified duty requests.
- Obtain training on New Employee Orientation (NEO) process, and serve as backup to Talent Development Administrator as needed.
- As assigned, advise and may present to departments on Employee Relations processes.

## **OTHER DUTIES AND RESPONSIBILITIES**

- Perform related duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

Supervisory responsibility is not a regular part of the position.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

None

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Equivalent to a Bachelor's Degree in a related field of study.

### **EXPERIENCE**

- One (1) Year of related experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- An appropriate, valid state driver's License, or the ability to obtain one, is required.

### **KNOWLEDGE OF**

- Personnel and Human Resources: Policies and practices involved in all aspects of personnel/human resource functions; records management procedures and policies.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Communications: Techniques and methods of communication, including alternative ways to inform and entertain via written, oral, and visual media.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.

## **SKILLS AND ABILITIES IN**

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate spoken words and sentences: oral comprehension, and asking questions as appropriate.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Composure under Duress: Remaining composed and making sound decisions during stressful or sensitive circumstances.
- Problem Sensitivity: Telling when something is wrong or is likely to go wrong.
- Maintaining Current Knowledge: Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Reporting: Researching, analyzing, and compiling data and preparing concise documents.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.

## **GUIDANCE RECEIVED**

### **General Instructions and Established Precedent/Procedures**

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

## **CONTACTS**

This position regularly engages with city employees up to the level of division manager, conveying moderately complex ideas/concepts and ascertaining vital feedback. Courtesy and tact are required.

The position may occasionally reach out to vendors (e.g., Employee Assistance Program) as needed.

## **EQUIPMENT AND PROPERTY**

Standard Office Equipment, such as a telephone, computer, copier, etc.

## **PHYSICAL DEMANDS**

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

The employee consistently is required to listen, see, sit and/or stand. Frequently, s/he is required to grasp, handle, feel, reach, and/or talk. Occasionally, s/he is required to drive a vehicle to various city sites and/or lift up to 25 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

Occasionally, employee may view items that are inappropriate and distasteful for the workplace in order to have a first-hand account. The noise level in the work environment is usually low, however, the employee is often in contact with employees who are dealing with or have been confronted with difficult issues.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.