



City of Irving Job Description

Employee Relations & Compliance Administrator

FLSA Status:	EXEMPT	Job Department:	Human Resources
Job Code:	31051	Reports To (Job Title):	Talent Services Manager

PURPOSE

To support high productivity, this position fosters trust and reliable relationships across the workforce. It ensures employees have access to a convenient channel to raise concerns with the expectation of a timely and confidential resolution using a consistent handling approach. Also, it advises employees, managers, and directors on employee relations issues, conducts and/or analyzes exit interviews, participates in terminations, conducts investigations, coordinates the disciplinary process, reviews employee relations trends, and performs culture audits and/or needs analysis vital to successful recruitment and succession planning. This position is responsible for delivering solutions, tools, and resources to help shape and advance culture, performance, and the employee experience.

Further, it administers human resources (HR) policies and procedures that pertain not only to employee relations, but also compliance more broadly, including DOT and HIPAA adherence, as well as, drug testing. It performs other general human resources functions to ensure legal compliance, mitigate employer liability and increase organizational effectiveness. Consequently, this position must exercise a high level of discretion, judgment, and self-management, while also proactively engaging varied, sometimes tense groups to find resolution to challenging situations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Interact frequently with directors, managers, and supervisors on a variety of complex issues; including: corrective action, policy clarification, leave of absence issues, discrimination, and harassment complaints.
- Review management's recommended actions and advise on suitability based on consistency and policy.
- Counsel management on matters to ensure compliance with Federal, State, and local laws and regulations, which includes working with outside agencies such as the EEOC, implementing mandatory legal changes and ensuring compliance.
- Serve as the primary contact for voluntary and mandatory Employee Assistance Program (EAP); Assist with voluntary and mandatory EAP referrals.
- Provide proactive coaching to directors, managers, and supervisors, to prevent employee relations issues and other non-compliant circumstances.
- Advise management on how to provide constructive, defensible feedback for performance evaluations; Collaborate with the Talent Development Administrator and Talent Services Manager to inform management through training courses on proper method to document performance issues.
- Act as primary point of contact for employee issues, including escalated cases or those with a high organizational impact; serve as a mediator to facilitate resolution, and/or mentor subordinate staff to assist with cases that have the potential for resolution outside of the grievance process.
- Manage, conduct, and oversee thorough and objective internal workplace investigations.

- Provide guidance and support to the City’s LGBTQ Liaison.
- Oversee the City’s Diversity, Equity and Inclusion Program.
- Administer mandatory reasonable suspicion and alcohol screening.
- Oversee random DOT testing program; work with departments to keep DOT personnel list up to date; assure the mandated testing has been done; serve as primary DOT contact for health fitness vendor.
- Respond to, maintain and track pending unemployment claims ensuring all claims are answered timely in accordance with state requirements.
- Serve as first-level contact for employee hotline to ensure suspected incidents of fraud, waste or abuse is investigated; Initiate any actions necessary to ensure compliance by correcting deviations or violations of employment law and/or HR policies and procedure.
- Conduct, coordinate and/or analyze Exit Interviews; Track employee relations policy violation trends and make proactive recommendations to Human Resources Director regarding departmental interventions.
- Oversee employees’ personnel files for consistency, integrity and data security, and policy compliance.
- Oversee processes for Return-to-Work (RTW) accommodations, functional capacity evaluations, Family Medical Leave Act (FMLA), Leave of Absence (LOA) and temporary modified duty.
- Act as City Attorney Liaison, which involves a high degree of interaction weekly with the City Attorney’s Office (CAO) to support a work environment free from harassment and discrimination and in compliance with all federal, state and local employment laws and regulations, including Title VII and Title IX, Americans with Disabilities Act Amendments Act (ADAAA), FMLA, Fair Labor Standards Act (FLSA), and Age Discrimination in Employment Act (ADEA); Advise on legal issues pertaining to employee grievances, complaints and disciplinary matters.
- Provide input in the development of city policies and procedures, leading the HR Policy Review Committee; advise departments on departmental policy, with the city’s overall strategic goals in mind.
- Develop and administer the City’s Equal Employment Opportunity Plan (EEO), work closely with department heads, and assure program goals are met whenever possible. Oversee assigned Human Resources staff regarding the collection of, organization of and analysis of affirmative action data.
- Collaborate with management of other departments to understand the unique dynamics of their organizational cultures, performing “culture audits” and gap analysis periodically; identify the managerial and work approaches needed most from new recruits into the department.
- From an employee relations standpoint, advise Talent Services colleagues on tailoring training, onboarding, recruitment, and succession plans for specific departments, divisions, and/or work groups.

OTHER DUTIES AND RESPONSIBILITIES

- Chair employee celebration event working with employees throughout the organization; Coordinate other annual employee events, such as service awards banquet, years of service awards, and employee of the year. Assist with other HR-related, citywide special events and projects.
- Participate in activities of professional groups related to assigned functional area.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1-5 employees, depending on assignment.

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 1-2 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Monitor EAP program expenditure, and contribute to Requests for Proposal (RFP) for the same. May make small p-card purchases for work-related expenses for self and subordinate employee(s).

QUALIFICATIONS:

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

EDUCATION

- Equivalent to a bachelors' degree from an accredited college or university with major course work in human resources, public/business administration, organizational development or a related field of study.
- A Master's degree in a related field of study is *preferred*.

EXPERIENCE

- Four (4) years of employee relations and compliance experience demonstrating knowledge of state and federal employment and labor laws, with one (1) year of supervisor or lead experience.
- Mediation/arbitration experience is *preferred*.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.
- An advanced Certificate in Human Resource Management or Employee and Labor Relations is *preferred*.

KNOWLEDGE OF

- Federal and state employment law and compliance, with a strong understanding of how to practice and promote employee relations in conformance with the same.
- Law and Government: Municipal restriction, laws and ordinances, legal codes, court procedures, precedents, government regulations and the democratic political process.
- Employee Relations: Policies and practices involved in investigation of personnel matters and preparation of actionable recommendations to supervisors, managers and directors; Dispute Resolution and de-escalation techniques.
- Compliance: Regulatory compliance requirements applicable to human resources policies and procedures, as well as, employment law.
- Personnel and Human Resources (HR): Policies and practices involved in personnel/HR functions, including selection, supervision, training, performance evaluations, and termination.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data.
- Project Management: How to lead improvement projects, train and coach personnel and complete problem-solving projects.
- English Language: The structure and content of the English language, including the meaning of words and grammar.

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.
- Complex problem solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Negotiation: Bringing others together to reconcile differences; Interacting one-on-one with employees, supervisors, managers and directors collaboratively.
- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Personnel Management: Motivating, developing, and directing people as they work so as to produce desired effect in the actions of those under one's direction, identifying the best people for the job and delegating tasks appropriately and optimally.
- Reporting: Researching, analyzing and compiling facts and evidence necessary to make sound decisions about personnel matters.
- Critical Thinking: Using logic and analysis to identify the strengths and weakness of different approaches.
- Flexibility under Duress: Adapting to a rapidly changing environment and remaining calm and composed in stressful situations.
- Service Orientation: Actively looking for ways to help people.
- Judgment and Decision-Making: Weighing the relative costs / benefits of a potential action, while under significant pressure and influence across all levels of the organization.
- Persuasion: Convincing others to approach things differently.
- Operational Assessment: Evaluating current / potential processes for effectiveness and efficiency.
- Policy Development: Analyzing and improving programs, and contributing policy language that is legally compliant, efficient, and strategic.
- Education and Training: Instructional methods and training techniques, including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand, with regard for the needs of the audience.
- Interactive Presentation: Effectively presenting information to groups and responding to questions.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Originality: Developing unusual or clever ideas about a given topic or situation, or developing creative ways to solve a problem.
- Prioritization: Selecting, from multiple options, activities to achieve a goal, which includes ordering demands from multiple stakeholders.
- Probing/Inquiry: Using oral language, social perceptiveness, and reasoning skills simultaneously to conduct effective interviews.
- Executive Summary: Synthesizing and simplifying complex concepts for executive audiences.
- Research: Conducting research including design and measurement, sampling and survey, and data handling by the use of computers.
- Self-Management: Working independently and with minimal supervision.
- Multi-tasking: Working with a variety of software packages, tasks and projects simultaneously.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Internally, this position engages with employees throughout the city, up to the director level, utilizing persuasion and negotiation to resolve differences and discover opportunities for mutual gains in performance and satisfaction.

Externally, this position regularly interacts with state and federal agencies as a representative of the City and participates in meetings and consultation with outside law firms and mediation panels.

EQUIPMENT AND PROPERTY

This position utilizes standard office equipment, computers, printers, copiers, fax machines, and dictation software programs necessary to perform duties efficiently and effectively.

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 is constantly required to listen, see, sit, stand, talk, and walk. Frequently, s/he is required to grasp and reach. Occasionally, s/he is required to drive a vehicle and 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.*

The employee is frequently exposed to stress. The noise level in the work environment usually is Low. Occasionally, employee may view items that are inappropriate and distasteful for the workplace in order to have a first-hand account, and is often in contact with employees who are dealing with or have been confronted with difficult issues. S/he is regularly required to visit various city-owned sites.

* 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.