Office of Human Resources

HR Employee Relations Specialist – CA2990

General Statement of Duties

Ensures that human resource and employee relations practices are consistent and in compliance with applicable federal, state, and local laws. Conducts investigations, writes and presents reports to appropriate parties. Assists in the development and implementation of policies. Provides training and counsel to human resource employees.

Distinguishing Characteristics

This class performs specialized, professional human resources work. This class is distinguished from an Associates Human Resources Business Partner that performs standard level human resources work in support and needs of city agencies and divisions. Partners with stakeholders to attract, develop, and retain top talent. Performs a variety of standard level of tasks within the human resources functions related to employee relations, recruitment support, separation, leave administration, classification and compensation, and benefits processing.

This class is distinguished from a Human Resources Business Partner that performs full performance human resources work in support and needs of city agencies and divisions. Partners with stakeholders to attract, develop, and retain top talent. Performs a variety of full performance tasks within the human resources functions related to employee relations, recruitment support, separation, leave administration, classification and compensation, and benefits processing.

This class is distinguished from a Senior Human Resources Business Partner that functions as a strategic human resources consultant, where an agency human resources team does not exist, acting as a subject matter expert within all functional areas in human resources. Ensures that human resources practices are consistent with legal and regulatory requirements, CSA Rules, human resources best practices, and the city’s strategic vision for human resources. Ensures that the human resources strategy is linked to the operational strategy of the agency. Creates and implements integrated human resources solutions to business problems with human resources systems implications.

The Specialist is distinguished from the Supervisor that performs professional and supervisory work over professional human resources staff engaged in performing a variety of human resources activities including classification, compensation, employee relations, training and organizational/employee development, recruitment, human resources generalist duties, and/or other related functions in a large charter department or at Career Service Authority.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination of several functions, programs, or projects in various stages of completion.
**Level of Supervision Received & Quality Review**

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

**Interpersonal Communication & Purpose**

Contacts of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

**Level of Supervision Exercised**

By position, performs lead work and/or supervises human resources staff.

**Essential Duties**

Ensures understanding and compliance all federal, state and local laws pertaining to Equal Employment Opportunity, through investigations, recommendations for discipline, mediations, training and action planning.

Investigates, advises and makes recommendations on internal claims of discrimination, harassment/hostile work environment and/or retaliation or conduct in the workplace which violates City policies/procedures, State or Federal laws.

 Writes comprehensive, factual reports of findings resulting from assigned investigations for use in decision-making.

Meets with agency Executive Director or senior managers to discuss investigation summary, outcomes and recommended action related to employee complaint.

Assists agency management in resolving or preventing negative workplace conflicts, grievances and disagreements by creating action plans to address problem areas where disparate treatment/impact is identified.

Presents investigation findings to department leaders to assist in identifying acceptable solutions.

Trains multiple groups of employees/supervisors on EEO policy and law, at hire and throughout their career. Provides training, advice and counsel to supervisors, employees and OHR Generalists on employee relations’ issues.

Tracks comparative information to identify trends in the workplace.

Conducts investigations and acts as consultant for independent HR Teams across the City and County of Denver.

Assists development and implementation of policies, reporting procedures and administrative guidelines.

Serves as expert on employee relations’ matters for the Office of Human Resources.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.
Competencies

Conflict Management - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Customer Service - Works with customers to assess needs, provides assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Reading - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of laws, rules, regulations, case law, principles, and practices related to employee conduct, performance, and dispute resolution.

Knowledge of hiring, classification, benefits, labor relations, negotiation, and federal, state and local employment regulations.

Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

Education Requirement

Bachelor's Degree in Business Administration, Human Resources or a related field.

Experience Requirement

Six (6) years of experience in an employee relations or workplace investigation environment.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to pressure for multiple calls, inquiries, and interruptions.
Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Hearing: perceiving the nature of sound by ear.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.
Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.
Sitting: remaining in the normal seated position.
Stooping: bending the body by bending the spine at the waist.
Talking: expressing or exchanging ideas by means of spoken words.
Vision Near acuity: ability to see clearly at 20 inches or less.

Background Check Requirement

Criminal Check
Education Check
Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-812
FLSA Code: Y
Management Level: 10
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date: 2/24/19
Revised By: Blair Malloy
Class History: Updated level of supervision and other minor spec edits.