



FEBRUARY 2018
FLSA: EXEMPT
Bargaining Unit: UM
JCN: 1400

LABOR RELATIONS MANAGER

DEFINITION

Under general direction, performs plans, administers, and directs labor relations, employees relations, benefits administration program areas; consults with the Director of Human Resources, the Chief Administrative Officer, and the Board of Supervisors to recommend strategies related to assigned programs areas; assures compliance with applicable laws, ordinances, and codes; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Human Resources. Exercises general supervision and direction over professional, technical, and/or administrative support staff.

CLASS CHARACTERISTICS

This management classification is responsible for complex managerial and analytical duties related to the broad function of human resources; ensuring compliance with appropriate laws and regulatory standards; and in advising executive management of proper application of governing laws. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines to develop, negotiate and implement labor and employee relations and benefits policies and procedures, ensuring compliance with appropriate laws and regulatory standards.

This class differs from the Director of Human Resources in that the latter has overall department head level responsibility for labor relations and personnel programs.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, organizes, coordinates, and supervises a comprehensive human resources program including labor relations, employee relations, benefits administration, or other human resources program areas.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned functions and programs; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the Director of Human Resources (Director); manages the implementation of improvements.
- Develops recommendations as to the strategic vision for the County's labor, employee relations, and benefits programs; plans, organizes, and administers the County's labor, employee relations, and benefits activities in accordance with various memorandums of understanding, County policies, County Charter, and applicable state and federal laws; and advises County officials on interpretation of personnel rules, practices, and memoranda of understanding.

- Participates in developing long-range sustainable strategies for the County's labor and employee relations program with key County management staff to ensure that the program is consistent with the County's strategic plan, as well as the mission, vision, and goals of the Board of Supervisors.
- Serves as the chief negotiator with affected employee organizations, providing training to other members of the County's negotiation team; develops proposed language for written proposals.
- Conducts various investigations, responds to grievances, and may represent the County or assist in representation in grievance arbitration hearings.
- Oversees and/or facilitates meet and confer sessions.
- Oversees the administration, coordination, and communication of the County's benefit programs, including medical, dental, vision, life, flexible spending, retirement, deferred compensation, and broker's benefits contracts and renewals.
- Develops, maintains, and implements policies and procedures, including recommended changes or updates to the personnel rules.
- Researches, develops, and recommends strategies for successful completion of labor negotiations and other matters within the scope of collective bargaining.
- Evaluates the advantages and disadvantages of new benefits related initiatives, benefits changes, and plan designs.
- Plans, oversees, and administers the enrollment and processing procedures of County employees for health, dental, and life insurance benefits; ensures employee premiums are processed appropriately; evaluates utilization, value, costs, and experience information pertaining to employee benefits programs, and makes recommendations.
- Confers with insurance representatives regarding the various employee benefits programs, including coverage, changes, and problems; participates in the negotiation of rates and benefits for the various insurance plans.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resources and other types of public services as they relate to the area(s) of assignment.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director.
- Responds to difficult and sensitive public inquiries and complaints, and assists with resolutions and alternative recommendations.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area(s) of responsibility.
- Principles, practices, and methods of administrative, organizational, economic, and procedural analysis.
- Principles, practices, and techniques of public human resources administration.
- Theories, principles and practices, labor law, and other applicable laws and regulations of collective bargaining, labor negotiations, arbitration, and contract administration in the public and/or private sectors, including federal and state labor legislation applicable to local government (e.g., Meyers-Milius-Brown Act, National Labor Relations Act, Fair Labor Standards Act, Public Records Act, and Title VII of the Civil Rights Act).
- Public Employment Relations Board (PERB) regulations, policies, and processes.

- Standard principles of collective bargaining, including representation rights, management rights, scope of bargaining, and unfair practices.
- Negotiating practices used in the collective bargaining process, including negotiations preparation, tactics, and impasse procedures.
- Administrative procedures and practices for processing grievances up to and including arbitration.
- Benefits administration and the insurance industry operations and standards.
- Principles of public administration, organization, and management.
- Employee benefits policies and procedures, best-practices, principles, methods.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program area(s).
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Plan, organize, administer, review, and evaluate a broad, centralized human resource services program.
- Analyze complex problems, evaluate alternatives, and make sound recommendations.
- Understand, interpret, and apply complex labor laws, rules, regulations, policies, procedures, court decisions, and labor/management agreements.
- Coordinate County employer-employee relations with departments, employee organizations, and management negotiating team.
- Interact professionally and work collaboratively and productively with various management levels and union representatives, either one-on-one or in groups; maintain personal control in controversial situations.
- Handle multiple negotiations concurrently; work proactively to meet multiple deadlines involving time pressures and emotional stress.
- Use appropriate research methods and data sources to obtain, analyze, and evaluate data involving labor relations, salary administration, and fringe benefits.
- Provide administrative, management, and professional leadership for the labor, employee relations, and health benefits programs.
- Analyze insurance policy provisions to determine the existence and extent of liability.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in public or business administration, industrial psychology, human resources, or a related field, and five (5) years of increasingly responsible experience in labor and employee relations or benefits administration, including at least two (2) years of supervisory experience. Experience in a public agency setting is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve file information. Employees must possess the ability to lift, carry, push and pull materials and objects up to 30 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be available to attend meetings outside of normal working hours as needed.