

# CITY OF EAST PALO ALTO

## CLASSIFICATION SPECIFICATION

**CLASS TITLE:** EMPLOYEE RELATIONS MANAGER      **CLASS CODE:**  
**DEPARTMENT:** HUMAN RESOURCES OFFICE      **FLSA STATUS:** EXEMPT  
**REPORTS TO:** Assistant City Manager/HR Director      **EMPLOYEE GROUP:** NB/MGT

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*This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification.*

### **DEFINITION**

Under general direction of the Assistant City Manager/HR Director, responsible for managing employee relations programs including, staff support for union negotiations, facilitating regular and on-going labor/management meetings, employee development and training, and administration of collective bargaining agreements, manage and report workers' compensation, unemployment compensation, and prepare and distribute the Quarterly City News Letter.

### **JOB SUMMARY**

This single position class reports directly to the Assistant City Manager/HR Director and has the responsibility for all aspects of the City's employee relations program, including serving on the City negotiation team, ensure the grievance process is followed, interpreting memoranda of understandings, responsible for managing and reporting the Workers' Compensation activities and Unemployment compensation activities. Responsible for the quarterly production and distribution of the City Newsletter. Perform related duties as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a FLSA exempt, At-Will non-bargaining management classification. The incumbent serves at the pleasure of the City Manager; and, it is distinguished from other personnel/human resources programmatic support classes in that the primary responsibilities related specifically to labor relations and employee relations.

### **ESSENTIAL FUNCTIONS**

*This reflects essential responsibilities of this classification; however, all responsibilities may not be performed by all incumbents.*

- Manage employee relations needs of the City.
- Develop policies and procedures to meet program goals and objectives.
- Identify collective bargaining issues.
- Serve as chief negotiator or as a principal member of the City's negotiating team.
- Collect data, evaluate alternatives, and make recommendations regarding proposals and implementation strategies.
- Direct and/or prepare, and distribute memoranda of understandings and related documents, monitor compliance with such documents; instruct operational management in the interpretation of such agreements.
- Collect information regarding grievances and other employee concerns; evaluates problems and alternative solutions; recommends effective course of action; participates in arbitration, grievance hearing processes.
- Plan, conduct surveys and analyze varied compensation, working conditions and similar information, and prepare recommendations and proposals.
- Interpret labor relations and personnel policies and procedures to department heads, division managers and confidential staff, operating department employees and the public.

- Assist, as assigned, with various human resources support activities including recruitment, job analysis (desk audits) and classification, organizational development and training and compensation and benefits administration.
- Maintain accurate records and files; prepare correspondence, periodic reports and a variety of written materials.
- Prepare staff reports for City Manager/City Council approval/adoption.
- Represent the City and the Human Resources Department at a variety of meetings and hearings.
- Direct the work of assigned support staff on a project or day-to-day basis.
- Provide union contract administration services including the investigation of grievances.
- Recommend grievance responses, and assists in representing the City at all grievance levels.
- Advise City Manager and Assistant City Manager on employee relations matters including corrective discipline.
- Prepare and manage Human Resources Annual Operating Budget.
- Conduct and coordinate training and employee development programs.
- Assist in the development and management of written and oral examinations.
- Administer and track leaves of absence for all city employees.
- Participate in the management of Human Resource Information System.
- Maintain the City's official human resource files.
- Perform research and analysis, conduct studies and prepares recommendations on a variety of issues affecting employee relations activities and other employee related programs as directed;
- Review, interpret, and recommend changes and additions to City personnel rules, regulations, and policies and procedures.
- Manage the City's workers' compensation and unemployment claims and files.
- Keeps abreast of trends and developments in the personnel field, including court cases, legislation and personnel actions of other public agencies.
- Build and maintain positive working relationships with co-workers, other city employees and the public applying principles of positive customer service and communication skills.
- Attend City Council meetings and other meetings as required.
- Prepare and distribute the Monthly Authorized Strength Reports.
- Prepare and present the Annual Classification Schedule and Compensation Rate Schedule for City Manager and City Council approval.
- Attend conferences, trainings and meetings to keep abreast of current trends in the field of Employee Relations.
- Consult with the Assistant City Manager on personnel assignments within the Human Resources Department.
- Advise the Assistant City Manager on matters of particular difficulty or sensitivity.
- Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge of:**

- Principles and practices of human resources administration.
- Principles and practices of merit systems
- Municipal government organization and functions.
- Methods, techniques, and procedures utilized in preparing and administering valid selection processes, and classification/compensation plans.
- Principles and collective bargaining and contract administration.
- Principles and practices of administrative analysis.
- Principles and practices of policy development and implementation.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Principles and practices of business correspondence and report writing.
- Pertinent local, state and federal employment laws, rules and regulation.
- Principles and practices of governmental budgeting.

- Supervisory practices and principles.
- Modern office procedures and computer equipment.
- Benefits administration including worker's compensation, unemployment, and disability claims.
- Automated human resources and position control systems.
- Laws pertaining to comprehensive labor relations and employee relations management programs.
- State of the Art customer service practices.
- All computer applications and hardware related to performance of the essential functions of the job.
- Philosophy of 'Completed Staff Work'.

**Skills**

- Operate a passenger vehicle
- Operate modern office technology.

**Ability to:**

- Establish and maintain effective working relationships with City elected and appointed officials, employees on all levels, union representatives, and the general public.
- Plan and conduct employee development programs.
- Investigate grievances and prepare investigative reports.
- Develop strategic employee relations plans.
- Present information clearly and concisely.
- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Facilitate internal and external meetings.
- Inspire and/or encourage confidence and secure cooperation of others.
- Read, comprehend and interpret laws.
- Read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- Write reports, correspondence and procedure manuals.
- Analyze situations effectively and adopt or recommend appropriate course of action.
- Define problems, collect data, establish facts and draw valid conclusions.
- Promote teamwork among staff.
- Maintain discipline and the respect of subordinates and to lead and direct effectively.
- Perform the essential functions of the classification.
- Perform duties for periods longer than the normal eight-hour work day, or more than five days per week, or both when necessary.
- Pass a comprehensive background investigation, DOJ/FBI fingerprint clearance, and drug screening examination.
- Analyze budget and technical reports, interpret and evaluate staff reports; understand labor laws, regulations and codes;
- Accurately research and cite various personnel rules and regulations.
- Implement and interpret Memoranda of Understanding.
- Gain cooperation through discussion and persuasion.
- Analyze problems, identify alternatives and solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply City policies, procedures, rules and regulations.
- Communicate clearly, concisely, tactfully and persuasively in both oral and written forms.

**MINIMUM QUALIFICATIONS REQUIRED**

**Education:**

Bachelor's Degree from an accredited college or university in Public Administration, Business Administration, or Human Resources Administration, Employee Relations, or a related field; and

**Experience:**

Five years experience in a human resources management and/or employee/labor relation. Experience and expertise in employee relations would be preferred.

**Licenses and/or Certifications:**

- Valid California Class C Driver's License or higher and a good driving record.

**DESIRED QUALIFICATIONS**

Master's Degree from an accredited college or university with major coursework in Business or Public Administration, in Human Resources Administration, or in a related field is highly preferable.

**MATERIAL AND EQUIPMENT USED**

Sufficiently operate general office equipment, computer, printer, vehicle, regular/cell telephone.

**PHYSICAL REQUIREMENTS**

While performing the essential Functions of this classification the employee is frequently required to stand, walk, and sit; reach with hands and arms, hold or otherwise work with hands; speak and hear; use shape, sound, odor and color perception and discrimination; and lift and/or move up to 25 pounds, climb flights of stairs.

**WORKING CONDITIONS**

While performing the essential functions of this classification the employee is exposed to a general office environment. The working conditions are typically quiet, but could be loud at times. Working time may require irregular hours, shift times, and/or on-call status.

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***NOTE:*** Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Z\job descriptions\Employee Relations Manager  
Established: July 1, 2008  
Revised:

City of East Palo Alto Job Descriptions:  
Employee Relations Manager