

CITY OF EAST PALO ALTO

CLASSIFICATION SPECIFICATION

CLASS TITLE: EMPLOYEE RELATIONS TECHNICIAN **CLASS CODE:**
DEPARTMENT: HUMAN RESOURCES DEPARTMENT **FLSA STATUS:** EXEMPT
REPORTS TO: Assistant City Manager **EMPLOYEE GROUP:** M/MGT

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; and, supports the human resources department by undertaking administrative responsibility for coordinating and distributing a variety of personnel and employment policy information.

JOB SUMMARY

This full-time exempt At-Will classification is responsible for processing claims and coordinating communications on work related injuries, explains personnel policies, procedures and processes; prepares forms, employment letters, assists in employment recruitments, informational documents and research materials related to labor relations, benefits and compensation. This is a Fair Labor Standards Act (FLSA) exempt classification.

DISTINGUISHING CHARACTERISTICS

This is a confidential mid-management classification requiring significant administrative, organizational and effective communication skills to carry out technical duties. The incumbent serves at the pleasure of the City Manager.

ESSENTIAL FUNCTIONS

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

- Preparation of complex confidential information, reports and materials.
- Regularly participate in Labor/Management meetings.
- Perform research and analysis, conduct studies and prepares recommendations on a variety of issues affecting employee relations activities and other employee programs as directed;
- Conduct or supervise confidential compensation surveys, analyze survey data, and make recommendations.
- Review, interpret, and recommend changes and additions to City personnel rules, regulations, and policies and procedures.
- Report workers' compensation, as well as, unemployment claims and maintain files.
- Work with employees, at all levels, on a variety of personnel related issues including discipline, grievance procedures, interpretation of personnel policies and procedures, and related matters.
- Conduct labor relations surveys and research; and, work with Finance on costing proposals.
- Participate in meet and confer sessions as well as regularly scheduled meetings with Employee Groups.
- Assist in the development of and the monitoring of the annual Human Resources Department budget and objectives.
- Assist in serving as Proctor for applicant written examinations
- Assist in serving as Process Observer for oral examinations.
- Assist in updates of job descriptions.
- Assist in coordinating and conducting new employee orientations.
- Maintain monthly authorized strength reports and appropriately distributes.
- Maintain City official Human Resources files.

- Coordinate recruitment advertising.
- Coordinate pre-employment candidate screening processes.
- Plan and coordinate various annual employee benefit open enrollment and assists with benefit forms preparation.
- Maintain and coordinates release of personnel records.
- Perform human resource information system input of new employees.
- Respond to telephone and office visitors addressing a variety of requests for information.
- Assist with the training and development of city employees.
- Receive and properly handle department and inter-department mail.
- Participate and take notes in a variety of meetings, i.e., labor/management meetings
- Participate in the preparation of various personnel reports.
- Build and maintain positive working relationships with co-workers, other city employees and the public applying principles of positive customer service and communication skills.
- Research and prepare technical and administrative reports; prepare written correspondence; provide periodic reports on human resource activities to City Manager's Office.
- Prepare and distribute the Monthly Authorized Strength Reports.
- Assist in the preparation of 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.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Operations, administrative and procedural policies of the City.
- Pertinent local, state and federal employment laws, rules and regulation
- Principles and practices of human resources management, including worker's compensation.
- Methodologies used in maintaining personnel records and reporting statistics.
- Compensation and benefits survey methods and research techniques.
- Principles and practices of administrative analysis.
- Principles and practices of business correspondence and report writing.
- Basic principles and practices of governmental budgeting.
- Principles and practices of organizational analysis and management.
- Principles and practices of public personnel administration including methods and techniques used in employee relations, negotiations, contract administration, recruitment and selection, classification, salary administration and benefits administration.
- Modern office procedures and computer equipment.
- Benefits administration including worker's compensation, unemployment, and disability claims.
- State of the Art customer service practices.
- Computer applications and hardware related to performance of the essential functions of the job.
- Philosophy of 'Completed Staff Work'.

Skills

- Preparing clear and concise reports, correspondence and other written materials.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimum direction.
- Strong computer skills with proficiency in a Microsoft Word, Excel, and Database applications.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate policies, procedures and protocols.
- Analyzing and resolving office administrative situations and challenges.

City of East Palo Alto Job Descriptions:
Employee Relations Technician

- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Communicating clearly and effectively, both orally and in writing.

Ability to:

- Establish and maintain effective working relationships with City employees and the general public.
- Successfully work with individuals from diverse backgrounds and professions.
- Inspire and/or encourage confidence and secure cooperation of others.
- Read, comprehend and interpret laws, rules and regulations.
- Read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- Write reports, correspondence and procedure manuals.
- Speak effectively before groups.
- Analyze situations effectively and adopt or recommend appropriate course of action.
- Define problems, collect data, establish facts and draw valid conclusions.
- Promote teamwork among city employees.
- 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 administrative personnel related technical reports.
- Prepare, interpret and evaluate staff reports; understand labor laws, regulations and codes;
- Accurately research and cite various personnel rules and regulations.
- Interpret Memoranda of Understanding.
- 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.
- Bilingual skills desirable

MINIMUM QUALIFICATIONS REQUIRED

Education:

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

Experience:

Two (2) years of increasingly responsible administrative support or human resources experience,

Licenses and/or Certifications:

- Valid California Class C Driver's License or higher and a good driving record.
- Certification in a professional specialty area may be considered in meeting the education and training guidelines.

DESIRED QUALIFICATIONS

N/A

MATERIAL AND EQUIPMENT USED

General office equipment, computer, printer, scanner, USB flash drive, vehicle, and 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; 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 flexibility at certain times.

***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.*

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Established: July 1, 2006
Revised: