

DIRECTOR OF EMPLOYEE RELATIONS

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs professional level work in the administration of employee and labor relations functions, focusing on fostering positive relationships between employees and the organization. This includes developing and implementing policies and programs to promote a healthy, productive work environment while addressing and resolving workplace issues. The Director of Employee Relations collaborates closely with Human Resources, legal teams, and senior management to ensure alignment between employee relations strategies and organizational goals. The position assists department heads, managers, and supervisors in the interpretation of applicable policies and regulations, offering guidance on labor relations procedures. The Director of Employee Relations reports to the Commissioner of Administrative Services or their designee. Supervision of staff.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Develops, updates, and implements policies and procedures related to employee relations to ensure compliance with employment laws and regulations;
- Provides technical advice and guidance to management, administrators and supervisors on performance management, employee development, grievances, conflict resolution, mediation, disciplinary process and other workplace issues;
- In collaboration with management and Human Resources assists with resolving employee conflicts, disputes, and grievances in a fair and consistent manner. This may involve conducting investigations and recommending appropriate actions;
- Develops and conducts training related to employment law, contract administration, City policies and procedures and associated issues in public employment;
- Designs comprehensive training programs, selecting appropriate delivery methods, and providing expert guidance to ensure effective implementation and improvement of training initiatives often by collaborating with subject matter experts and stakeholders;
- Performs analysis and completes special projects, providing insights that support informed decision-making;
- In collaboration with Human Resources and management addresses performance-related issues, including coaching, counseling, and disciplinary actions;
- Ensures compliance with employment laws, regulations, and policies. Staying updated on changes in labor laws and advising management on necessary adjustments;
- Participates in the development of new policies, procedures, and programs;
- Identifies potential risks related to employee relations and works to mitigate issues to maintain a positive and productive workplace;
- Directs and personally conducts objective and timely investigations of highly confidential and sensitive personnel matters and may make reports both orally and in writing to department heads and Human Resources;
- Plans, schedules, reviews, and evaluates the work of assigned staff;
- Supervises and coordinates the work of employees assigned to EEO, employee and labor relations functions;
- Directs and/or prepares correspondence, reports, and presentations regarding assigned functions;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- In-depth knowledge of local, state, and federal employment and equal employment opportunity laws and regulations in the public sector of New York State ensuring compliance and guiding organizational policies;
- Thorough knowledge of employee contract negotiation, mediation and arbitration practices, procedures and techniques;
- Ability to create and maintain harmonious relationships between employee groups and employers;
- Ability to interview, counsel and negotiate with parties involved in contract negotiations and disputes;
- Skill in responding to EEO complaints and employee and management concerns and issues;
- Strong communication and interpersonal skills for effectively interacting with employees, management, and other stakeholders;
- Strong leadership and management skills to lead a team of professionals and influence positive change in the organization;
- Strong problem-solving and conflict resolution skills to address and resolve workplace issues effectively;
- Ability to analyze data, trends, and feedback to identify areas for improvement and develop strategic employee relations initiatives;
- Experience in developing and delivering training programs on employee relations, conflict resolution, and related topics;
- Ability to keep records and prepare reports;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (A) A Bachelor's Degree (or higher) business administration, human resources, labor relations or a closely related field and three (3) years of experience in equal employment opportunity, human rights, or investigations which shall have included supervision in a public sector environment ;
- (B) An Associate's Degree in business administration, human resources, labor relations or a closely related field and five (5) years of experience in equal employment opportunity, human rights, or investigations which shall have included supervision in a public sector environment;
OR
- (C) Graduation from high school or possession of a high school equivalency diploma and nine (9) years of experience equal employment opportunity, human rights, or investigations which shall have included supervision in a public sector environment; **OR**
- (D) An equivalent combination of training and experience as defined by the limits of (A) through (C) above

Note: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of

equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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