

Employment Relations Program Coordinator
Department of Administration • Division of Administrative Services
Position Number: 333559

POSITION SUMMARY

Under the general supervision of the Human Resources Director, this position serves as the Program Coordinator for employment relations services for the Department of Administration (DOA), its attached Boards and Commissions and the HR-Consolidated agencies, totaling close to 2,000 FTE. It provides technical assistance and consultation to executives, supervisors and managers on employment performance matters and misconduct issues. It also conducts grievance hearings and assists in the administration of employment relations activities.

This position works closely with the Affirmative Action and Employee Assistance programs and the Office of Legal Counsel in resolving employment relations situations which include issues relating to the Americans with Disabilities Act, civil rights and allegations of discrimination.

This position manages the communications efforts of the BHR by implementing the BHR Communications Plan, including production of an employee newsletter and a supervisor newsletter on a monthly basis.

The incumbent provides supervisory development training in employment relations to managers and supervisors and participates in other employment relations activities as assigned.

This position also manages and directs the activities of the Training Coordinator, Equal Opportunity Program Specialist and the Human Resources Assistant.

GOALS AND WORKER ACTIVITIES

- 30% A. Coordination of employment relations program activities.
- A1. Provide consultation to management and executives on the interpretation and administration of provisions of Wisconsin Statutes Chapter 111 and Chapter 230 and Wisconsin Administrative Code Chapter ER and ER-MRS and the Wisconsin Human Resources Handbook.
 - A2. Advise supervisors/managers on personnel matters, investigations, employee discipline and performance problems, with "just cause" requirements and Wisconsin Employment Relations Commission (WERC) precedence in mind. Draft agreed upon responses.
 - A3. Participate in disciplinary hearings. Analyze and summarize relevant facts and prepare a proposed written response.
 - A4. Provide information for WERC hearings and related meetings.
 - A5. Inform the HR Director as to related issues and concerns as they arise.
 - A6. Manage the workforce reduction program, including layoff activities.

- A7. Track employment relations activities and maintain data regarding employment relations actions.
- 20% B. Manage and coordinate BHR Communications Plan and provide supervisor development training in employment relations matters for the Department.
- B1. Train administrators, managers and supervisors in grievance process and procedures, discipline and Performance Improvement Plans.
 - B2. Provide training consultation to other staff involved in employment relations for the department.
 - B3. Assist in planning and presenting workshops for the department staff regarding a variety of employment relations matters.
- 20% C. Supervise the Training Coordinator, Equal Opportunity Program Specialist and Human Resources Assistant.
- C1. Coordinate the recruitment, screening and hiring/orientation of staff as vacancies occur.
 - C2. Oversee the implementation and results of performance evaluation system including the development of individualized goals and objectives for staff, as necessary.
 - C3. Ensure the follow up on results of performance evaluations, including taking appropriate disciplinary action, amendment of position descriptions, and provision of training to staff on a continuous basis.
 - C4. Ensure that affirmative action, civil rights and administrative policies and procedures of the office are followed.
 - C5. Monitor and resolve staff problems as they occur including evaluation of workloads and planning for staff additions, deletions or reallocations, as necessary.
- 15% D. Provision of technical advice and assistance to department managers, supervisors and personnel staff regarding employee performance matters.
- D1. Consult with managers and supervisors regarding proposed responses that involve performance matters with "just cause" and WERC precedence in mind. Draft agreed upon responses.
 - D2. Provide technical assistance in the establishment of Performance Improvement Plans.
 - D3. Conduct technical research and prepare reference materials and develop background sources to assist staff persons and managers/supervisors when they are preparing proposed performance evaluation recommendations.
 - D4. Review and provide advice regarding actions, particularly potential discharges for problem

job performance under this program.

- 10% E. Administration of the grievance program.
- E1. Conduct grievance hearings with employees and their grievance representatives.
 - E2. Investigate grievances through discussions with grievants, grievance representatives and appropriate management personnel and review pertinent materials to identify relevant facts of the grievance.
 - E3. Discuss results of grievance investigation and analysis as necessary with appropriate management personnel.
 - E4. Analyze and summarize relevant facts and prepare a proposed written response to the grievance.
 - E5. Explain the rationale for the response to appropriate management personnel.
 - E6. Recommend appropriate changes in management policy/practice resulting from an analysis of the circumstances of the grievance.
- 5% F. Assist in the development and updating of employment relations related policies, procedures and work rules.
- F1. Make recommendations to improve employment relations policies and work rules and provide for more efficient procedures.
 - F2. Assist in developing and updating employment relations policies and procedures to promote agency objectives for a positive work environment that provides opportunities for employees to perform at the highest level possible.
 - F3. Assist in updating employment relations policies and procedures to reflect legislative changes.

KNOWLEDGE AND SKILLS

- Knowledge of state and federal laws and rules on labor relations.
- Knowledge of state and federal employment laws including FMLA, FLSA and the ADA.
- Knowledge of the state civil service merit system.
- Ability to analyze complex situations and effectively recommend solutions.
- Ability to write clear and concise documents.
- Ability to communicate orally to employee groups, management or the public.
- Ability to organize and plan work assignments.
- Ability to effectively work with others in order to accomplish objectives.
- Ability to effectively coach supervisors and employees.