

City of San José

DIRECTOR OF EMPLOYEE RELATIONS (U) (1430)

CLASS PURPOSE

Under administrative direction, performs work of unusual difficulty planning, organizing, directing, and negotiating a comprehensive labor relations program for the City Manager. Performs related work as required.

TYPICAL DUTIES AND RESULTS (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

- Serves as one of the City's Chief Negotiators in matters relating to labor relations.
- Coordinates the City's labor relations program, including negotiations with employee organizations, contract administration and training, grievances, discipline cases, and arbitration hearings.
- Formulates and recommends management strategies for City labor negotiations to assure a sound salary and a benefit program to recruit and retain competent employees.
- Coordinates labor relations issues with department heads, legal counsel, the City Manager, and the City Council as appropriate.
- Represents the City of San Jose in meetings with employees and employee organization representatives regarding salaries, fringe benefits, working conditions, determination of bargaining units, and requisite election procedures.
- Directs preparation of Memoranda of Agreement in accordance with State law for adoption by the City Council and provides the official management interpretation of such agreements.
- Reviews legislation impacting labor relations and formulates appropriate recommendations.
- Provides comprehensive and effective training programs for managers and supervisors on labor relations agreements, labor contract administration, and grievance resolution.
- Resolves disputes, grievances, and other difficulties involving labor relations agreements or supervisor/employee relationships.
- Assures coordination with human resources programs, including retirement and employee benefits, and compliance with City Charter, City Municipal Code, Civil Service Rules, Affirmative Action objectives and Federal, State and local regulations on labor relations matters.
- Directs the preparation and analysis of reports and studies relating to labor relations issues and recommends/implements policy or practice improvements. Provides appropriate cost analyses of various labor and management proposals.

Typical End Results Include: Timely labor relations agreements which meet the policy objectives of the City Council and City administration, provide a sound framework for harmonious employee relations, are fair to employees, and provide a work environment conducive for the delivery of City services. Correct interpretation of approved agreements and understandings. Timely and successful resolution of

various labor relations disputes and grievances. Well-trained managers, supervisors, and department staff liaisons in labor relations matters. Well-researched, organized, and presented City cases in grievances and interest arbitration proceedings.

DISTINGUISHING CHARACTERISTICS

Appointed by the City Manager, this position on an operational basis reports to the Assistant City Manager. The incumbent serves as one of the City's Chief Negotiators in labor relations matters and manages the delivery of an effective employee relations program. This incumbent is appointed by the City Manager and serves at the pleasure of the City Manager.

QUALIFICATIONS

Minimum Knowledge, Skills and Abilities

- Knowledge of the fundamental structure underlying collective bargaining laws in the public sector, with particular emphasis on local government.
- Knowledge of techniques for planning, organizing, coordinating, and conducting formal negotiations with representatives of diverse employee organizations, including police and fire.
- Knowledge of techniques for investigating, analyzing, and resolving employee grievances arising out of the application and/or interpretation of collective agreements, employee policies and procedures covering working conditions, and employer-employee relationships.
- Knowledge of principles and strategies for preparing and presenting complete persuasive cases on behalf of the City in grievance and interest arbitration proceedings.
- Knowledge of legislation and court decisions regarding labor relations in the public sector, particularly relating to collective bargaining.
- Knowledge of techniques for designing, organizing, coordinating, and conducting surveys of salaries, benefits, and employment policies applicable to diverse occupations and levels of work in the public and private sectors.
- Knowledge of principles of human resources management and public administration.
- Ability to work effectively under stressful situations involving confrontation and conflict.
- Ability to organize and analyze large quantities of varied and complex data and to cost out various proposals.
- Ability to establish and maintain effective working relationships.
- Ability to communicate effectively orally and in writing and to prepare accurate and effective reports and memoranda.
- Ability to use computer automation tools available to assist in accomplishing assigned functions.

Competency Knowledge, Skills and Abilities

- Knowledge of public labor organizations and officers and the contexts in which they function.
- Knowledge of City departments and officers and their missions and objectives.

- Knowledge of local, State, and Federal legislation as it affects current City activities in the areas of assigned functions.
- Ability to conduct effective negotiations with labor organizations and reach agreements that support defined City goals and objectives.
- Ability to gain the confidence and cooperation of employee organization representatives and City staff members in order to effectively accomplish assigned responsibilities.
- Ability to make effective decisions and achieve desirable results in grievances, arbitrations and negotiations.
- Ability to select, train, and motivate an effective support staff, and acquire the resources necessary for successful accomplishment of assigned mission.

Training and Experience

Any combination of training and experience equivalent to a Bachelor's degree from an accredited college or university in human resources or business administration, industrial or labor relations, or related field and five (5) years of increasingly responsible experience in executive level human resources administration, including three (3) years as a Chief Negotiator for a large public agency which provides public safety services.

Licenses/Certificates

Possession of a valid California driver's licenses may be required.

(Formerly Employee Relations Director (U))
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