



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 403.5

Job Title: **EMPLOYEE RELATIONS SPECIALIST**

Pay Grade: 17

### **GENERAL SUMMARY:**

In the Human Resources Department, coordinates and performs professional human resources activities and administrative tasks in the specialized area of Employee Relations to adhere to applicable policies and procedures when completing various types of human resources actions. Maintain positive employee-employer relationships and ensure compliance with polices, procedures, and code of ordinances.

### **RESPONSIBILITIES:**

- Participates in reviewing, analyzing, and investigating recommendations for various employee relations activities such as disciplines, suspensions, absences, and grievances.
- Provide administrative support and coordinate scheduling of grievance meetings, employee concerns meetings, interactive meetings, and medical separation meetings.
- Prepares program activities related to ADA, Worker's Compensation, safety, OIG, EAP and Family Medical Leave.
- Liaises with department employees and department management to mitigate and resolve concerns.
- Interprets policies and procedures to ensure appropriate administration.
- Prepares necessary documents for various types of employee relations responses in a timely manner.
- Initiates audits data to verify accuracy and supporting information is provided.
- Participates in research and analyses to assist in developing reports and projects for client and internal departmental use.
- Audits information and performs database management.
- Handles confidential information and provides testimony in various employee relations matters.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a Bachelor's degree in Human Resources, Business Administration, Social Science, Liberals Arts or a related field.

#### **EXPERIENCE:**

One year of professional experience related to human resources is required.

#### **SUBSTITUTION:**

Pertinent experience at the professional level may be substituted for the education requirement on a year for year basis.

## **SPECIFICATIONS (continued):**

### **COMPLEXITY:**

Work requires the direct application of a variety of procedures, policies and/or precedents. Strong analytic abilities are required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

### **IMPACT OF ACTIONS:**

Errors in work could cause some expense and inconvenience. Work is typically performed under moderate supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

No direct report employees.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with and various organizations. Interaction requires considerable tact and cooperation involving sensitive issues, problems and information.

### **PHYSICAL EFFORT:**

The position is physically comfortable; the individual has discretion about walking, standing, etc.

### **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **PHYSICAL SKILL:**

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

### **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

### **JOB FAMILY:**

Human Resources Technician  
Human Resources Assistant  
Employee Relations Specialist  
Senior Employee Relations Specialist  
Human Resources Supervisor  
Human Resources Manager