



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 403.6

Job Title: **SENIOR EMPLOYEE RELATIONS SPECIALIST**

Pay Grade: 21

GENERAL SUMMARY

In the Human Resources Department, leads 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 policies, procedures, and code of ordinances.

RESPONSIBILITIES:

- Performs professional human resources work in the specialized area of Employee Relations.
- Monitors, audits and reviews system entries and data uploads for accuracy.
- Conducts research and analyses information to prepare reports and projects for client and internal departmental use.
- Interprets policies and procedures to ensure appropriate administration.
- Identifies system and process improvements.
- Handles confidential information and provides testimony in various employee relations matters.
- May coordinate and/or facilitate training presentations on the Positive Corrective Action Program.
- Provide administrative support and coordinate scheduling of grievance meetings, employee concerns meetings, interactive meetings, and medical separation meetings.
- Participates in special HR projects and other duties as assigned.
- Maintain and update activity tracking reports and databases.
- Conducts investigations of employee misconduct and assist in determining the appropriate course of action.

SPECIFICATIONS:

KNOWLEDGE:

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

EXPERIENCE:

Three years 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 to limited 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:

Involves general scheduling and review of work as a "working supervisor" or lead person.

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

Effective Date: November 2023