

EMPLOYEE RELATIONS ANALYST

JOB DESCRIPTION

Classification Responsibilities: An Employee Relations Analyst is responsible for leading/conducting timely, unbiased, thorough workplace investigations into allegations of employee misconduct in violation of federal and/or state anti-discrimination and retaliation laws and regulations, and City personnel rules and management policies (example: Workplace Harassment and Discrimination, Professional Conduct [Ethics] and Personnel Rules Standards of Conduct, etc.). The incumbent is responsible for following the City's investigatory process, which includes: intake of complaints; intake interviews; preparing investigation plans; witness identification, interview question development, conducting thorough, unbiased interviews of complainants, the accused, and witnesses; obtaining confidentiality agreements, when appropriate; documenting all aspects of the investigation; analyzing evidence and making appropriate findings and conclusions; drafting thorough investigation reports with attachments (as applicable); maintaining all records pertaining to the investigation in compliance with public records laws; and consulting with City's legal department. Additional duties involve meeting with department management and human resources personnel to assess employee issues and develop action plans; counseling and coaching department management on employee discipline and workplace environment, etc. to resolve issues and conflict; briefing management on investigation findings and conclusions; closing the investigation with the complainant and the accused; and developing and delivering training on workplace harassment and discrimination, workplace investigations, other employee relations subjects, legal, corrective action, and other Human Resources topics to Human Resources personnel and other City employees. Performs related duties as required or directed by the Human Resources Development Administrator.

Distinguishing Features: Position requires ability to conduct complex workplace investigations of a sensitive nature, sometimes involving high-level City officials and/or managers. The incumbent must exercise the utmost discretion and considerable independent judgment and initiative in performing the job responsibilities and prioritizing workload. This class is distinguished from the Employee Development Specialist II class by the scope of this position focusing mostly on investigations versus training. This class is supervised by the Human Resources Development Administrator who reviews work through reports, conferences, and the evaluation of results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Human Resources, Business Administration, Public Administration, Law, or related field and considerable (3 - 5 years) professional-level work experience in the investigation and evaluation of harassment and discrimination complaints.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualification. Additional experience in employee relations issues, including knowledge of employment laws is preferred. Experience developing, updating, and conducting training programs for employees.

ESSENTIAL FUNCTIONS

Communication: Communicates orally and in writing to management and other City employees to establish and maintain effective partnerships. Investigates harassment/discrimination complaints. Writes detailed investigation findings and recommendations for resolution. Presents such reports to upper management that may be complex, controversial, and of a highly sensitive nature. Prepares status reports, special reports, schedules, and other written materials.

Manual/Physical: Operates a variety of standard office equipment (examples: laptop personal computer, facsimile machine, copy machine, calculator, audio recorder, etc.).

Mental: Conducts research and analyzes data to make recommendations regarding investigations and special projects. Defines and evaluates problem areas regarding personnel issues and presents alternative solutions. Assesses and advises employees and management regarding employment laws, rights and appropriate courses of action. Interprets various personnel rules/policies and procedures to advise employees and management accordingly. Makes decisions and recommendations regarding complex and sensitive employee relations matters. Provides input on the work unit's strategic plan. Prioritizes work assignments. Learns job-related material through on-the-job training and in classroom settings.

Knowledge/Skills/Abilities:

Knowledge of:

employee/workplace issues resolution;
investigation methods and techniques;
alternative work arrangements;
employment and anti-discrimination/harassment laws and regulations;
local, state, and federal labor and civil rights laws;
local, state, and federal civil rights statutes, orders, and court rulings;
discrimination theories; and
personnel and employment practices.

Skill in:

investigative protocol/procedures;
conducting interviews;
counseling managers and employees on routine to complex employee relations issues including;
coaching, paperwork processing, legal updates, performance management, progressive discipline, and minimizing the City's employment liability exposure; and
composing comprehensive, well-written reports; documenting investigation results and recommendations; and conducting confidential and complex harassment/discrimination investigations.

Ability to:

establish cooperative working relationships with all levels of employees and other governmental, agencies;
prepare clear and accurate written documents and reports using proper business English sentence structure, grammar, and punctuation;
plan, organize, and coordinate activities to accomplish work assignments;
conduct internal investigations regarding allegations of discrimination, harassment, or other inappropriate/illegal behavior and recommend actions;
conduct thorough interviews;
interpret information accurately and make decisions according to existing laws, regulations, and policies;
consult with management to identify needs and solutions for employee relations issues;
serve as an internal resource to Human Resource staff;
provide advice and counsel to both management and staff on critical issues pertaining to performance counseling, discrimination issues, investigations, or general employee relations concerns;
research and resolve routine employee relations issues;
counsel and work cooperatively and tactfully with employees;
recommend proactive strategies;
assist managers with the interpretation and application of City policies, personnel rules and procedures;
investigate, compile data, and respond to other employment discrimination/harassment charges;
participate in the implementation of employee relations programs and policies;
remain calm and effective in stressful settings and situations;
communicate with diverse group and individuals; and
research, produce, and conduct internal training programs that address employee relations issues and employment law.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 12/19

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EEO-Prof

JOB FCTN-ADM

INCREMENTS 28 - 200

PAY GRADE: 50

IND-9410

SWORN-No