

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2023**

EMPLOYEE AND LABOR RELATIONS OFFICER

FLSA STATUS: EXEMPT – PAY GRADE: 22 – P

JOB FAMILY: HUMAN RESOURCES JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Employee and Labor Relations Officer assists and supports the Assistant Director Employee Relations and Engagement in carrying out policies and procedures relating to various human resources functions to include assisting with labor relations, employee relations, human resource matters, and union negotiations.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Provides guidance regarding employment issues, labor relations issues, and other employee relations functions to include handling inquiries related to policies, procedures, and bargaining agreements.

Serves as the initial contact and coordinator for labor relation and employee relations matters.

Serves as the primary investigator and point of contact for complaints from employees including faculty, the public, and agencies. Provides information and guidance using knowledge of regulations, laws and College policies and procedures to resolve concerns and complaints.

Oversees or carries out response to Unemployment Insurance claims. Facilitates any Unemployment Insurance claim appeals hearings. Manages and responds to Department of Economic Opportunity and maintains unemployment documents and reports.

Applies and communicates knowledge and understanding of laws and regulations related to collective bargaining, unions, labor relations, and human resources.

Monitors and manages the College's equity hotline and equity email.

Monitors and manages the College's performance review system including development of templates, guidance on use, and troubleshooting. Provides support, collaboration, and compliance training for supervisors.

Provides excellent customer service to all employees to support a Collegewide student-centered culture.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the Assistant Director, Employee Relations and Engagement.

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SUPERVISION EXERCISED

Supervision may be exercised over assigned staff.

MINIMUM QUALIFICATIONS

Bachelor's degree in human resources, public or business administration or related field and three (3) years of progressively responsible experience in human resources, including experience with public sector labor relations, contract negotiations, administration of union contracts, policies, and employment law.

PREFERRED QUALIFICATIONS

Master's degree from an accredited institution in human resources management or related discipline and five (5) years of related experience in employee relations/human resources. Experience applying knowledge of legal and regulatory requirements regarding employee relations, labor relations, and employment law; establishing credibility as a trusted advisor and confidant to senior leadership; and strategic policy, project and program management experience.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

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Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 6/6/23