

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Employee Relations Coordinator**

Dept.: **Human Resources**

Reports to: **Director of Human Resources**

Effective Date: **August 2020**

Job Code Number: **10804**

Grade Number: **18, Non-represented**

FLSA Status: **Exempt**

General Position Summary

The Employee Relations Coordinator (ERC) reports to the Human Resources Director and plays an integral role in providing employment-related guidance and support to management and employees. They work to prevent and resolve problems or disputes and assist in creating and enforcing policies in the workplace. The ERC independently carries out responsibilities in the areas of performance management, discipline, records retention and employee relations. The ERC oversees and ensures effective, thorough, and objective investigations.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Coordinate with managers, supervisors, and KCLS staff to implement employee relations services and programs.
2. Support and counsel employees in addressing workplace issues, advocating for employees when appropriate, and act as a liaison between employees and supervisors.
3. Provide guidance and make recommendations for successful resolution of personnel and performance issues, in accordance with KCLS policy and applicable laws.
4. Coordinate and measure performance management and competency program for organization and individual development.
5. Assist with discipline documentation and processes to ensure timely, consistent, and appropriate intervention.
6. Oversee the internal investigation process, developing training, providing support to investigators, and tracking investigation progress through to completion.
7. Conduct assigned investigations.
8. Develop and administer exit interview program, conducting exit interviews, collecting and analyzing data, and escalating findings and trends.
9. Serve as KCLS's telework coordinator, advising senior leadership, developing policy and programs, and addressing telework issues with supervisors and employees.
10. Assist in the determination of and compliance with employee ADA accommodations.
11. Audit HR practices in conjunction with HR colleagues to ensure regulatory compliance.
12. Respond to public records requests on behalf of HR and assist in the redaction of protected information.
13. Supervise HR document destruction, ensuring compliance with records retention requirements.

Secondary Duties:

1. Support Accident Prevention Program activities.
2. Serve as a member of various committees, as assigned.
3. Provide backup to other HR positions, as needed.
4. Perform other related duties as assigned.

Core Competencies:

Customer Focus

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Valuing Diversity

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

Ethics, Values, and Judgement

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional & Technical Knowledge

Demonstrates proficiency in professional and technical skills/and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

Communicates Effectively

Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

Work Quality

Inspires and strives for excellence in all aspects of work including setting high standards of performance for self and others; ensures that results are complete and accurate; exhibits attention to detail.

Dealing with Ambiguity

Can shift gears comfortably; can decide and act without the total picture; can comfortably handle risk and uncertainty, does not exhibit excessive need to control or track, can 'let go' and move forward in uncertainty.

Compassion

Authentically cares about people with a desire to help them; demonstrates real empathy with and for others, yet, maintains appropriate boundaries.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, abilities and skills for this position is:

- Graduation from a four-year college or university with a major in human resources, public administration, or a closely related field.
- Five years of progressively responsible experience and/or supervisory duties.
- Training and/or on-the-job experience in employee relations, investigations or performance management.
- Or, an equivalent combination of education and/or training and/or experience.

SPECIAL REQUIREMENTS

Valid Washington driver's license

While performing the duties of this job, the employee is changing tasks depending upon the shift and will in most cases occasionally stand and walk and up to constantly sit. Will occasionally reach up or down and frequently reach out. Neck rotation may be up to occasional. Constantly using hands in conjunction with finger use and up to frequent keyboarding, this handling or keyboarding may be repetitive up to frequently. Up to occasionally operating foot controls. The employee will seldom lift up to 20 lbs. Employee will seldom push/pull carts and wheeled equipment with light force.

WORK ENVIRONMENT

Job is primarily performed indoors in a typical office setting, and involves extensive close work including use of a PC monitor. Incumbent must be available for evening and early morning meetings, on an occasional basis, and able to serve on-call. Occasional to extensive travel within the service district is required.

Advancement Possibilities:
Human Resources Manager

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____

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Director of HR