

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: EMPLOYEE RELATIONS SPECIALIST, SENIOR

Reports To: Designated Supervisor

UW Job Code: 4514

UW Job Family: 32 - Administrative Support

SOC Code: 13-1071

FLSA: Exempt

Pay Grade: 22

Date: 1-15-15 (revised 2-18-20)

JOB PURPOSE:

Consult with direct supervisor, managers and administration on resolution of employee relations problems and/or concerns. Facilitate communication resolution of employee issues and concerns in conjunction with managers, employees and HR management by providing guidance and consultation regarding problem-solving, dispute resolution, regulatory compliance, litigation avoidance and strives to resolve internal conflict informally through appropriate conflict management and mediation techniques.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Lead specialized, professional consultation and training on employee relations, performance improvement and employee disciplinary issues to managers, employees, and Human Resources professionals. Investigate potential non-protected class compliance violations and advises University constituents on opportunities for remediation/prevention of workplace issues that impact morale, productivity and organizational performance. Maintain corrective action monitoring and follow-up with managers on steps within the process.
- Primary employee relations contact for the University. Liaison between employer and employee, receive and effectively handle employee complaints, escalate complaints to the level of disciplinary or legal action when necessary, update employees with any changes in company policy, advise supervisors on treatment of staff and company policies, respond to employee violations of policy and help to resolve conflict in the workplace. Maintain detailed case records for employment history and possible legal actions.
- Consult supervisors on the development and review of supporting documentation for corrective actions and performance management. Produce impartial and thorough Performance Improvement Plans in partnership with the manager. Guide managers and employees through the performance management process.

- Interpret and explain policies, procedures, employee handbook, and regulations related to employee-related issues.
- Collaborate with HR staff to establish a continually evolving program for professional development, recognition, and mentorship; ensure that employees feel valued and supported; and coordinate university-wide/training. Assist in all aspects of the programs/courses to include executing strategy and providing metrics and measurements to evaluate the courses.
- Create and implement employee protocols to enhance culture and work-life balance.
- Interview workers to gather information on worker attitudes toward work environment and supervision received. Facilitate resolution of employee relations problems and/or concerns. Coordinate and facilitate the Employee Assistance Program (EAP).
- Develop and administer a formal exit interview program. Meet with employees who are planning to leave employment regarding their work experience.
- Work independently with minimal supervision, in ambiguous situations, and persevere over internal and external barriers to drive resolutions.
- Supervise and train support staff.

SUPPLEMENTAL FUNCTIONS:

- Perform other duties as assigned.
- Provide content to HR website.
- Develop, conduct or participate in specialized presentations and training, covering operational and/or technical HR-related information for specified areas of expertise.
- May represent manager in his/her absence, as directed.

COMPETENCIES:

- Attention to Detail
- Consistency
- Judgment
- Influence
- Integrity
- Sensitivity

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree in Business Administration, Human Resources, or a related field**

Experience: **3 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Advanced customer service standards and procedures.

- University, state, and federal employment policies, laws, and regulations.
- Basic and routine computerized human resource information systems.
- Human resources concepts, practices, policies, and procedures.
- Ability to listen and make a decision based on the facts.
- Professional principles, practices and procedures for the assigned area.
- Basic, routine, and advanced laws, regulations, methods, and techniques in the area of specialty.
- Basic and routine statistical sampling and survey methodology.

Skills and Abilities to:

- Communicate effectively both orally and in writing with a wide range of individuals and constituencies.
- Interpret applicable University, state and federal policies, procedures, regulations, and guidelines.
- Create, compose, and edit basic, routine and complex written materials.
- Develop basic, routine and advanced recordkeeping systems and procedures.
- Resolve customer complaints and concerns.
- Gather and analyze statistical data and generate reports.
- Develop and present basic, routine, and advanced educational programs and/or workshops.
- Work with exceptions to policies that complicate work of designated unit.
- Maintain confidential or highly sensitive information.
- Provide consultation to customers concerning human resources issues and assigned unit's area of responsibilities, or provide referrals to other departments or units.
- Work on special projects using project scheduling and time management procedure.
- Work as a team member and foster a cooperative work environment.

WORKING CONDITIONS:

No major sources of discomfort; standard office environment; regular exposure to video terminal displays; occasional travel required.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.