

NEW CASTLE COUNTY GOVERNMENT

Number 1280

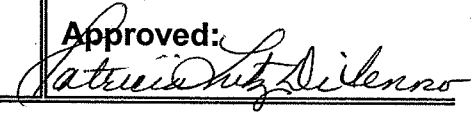
CLASS SPECIFICATION

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Date 11/01/03

Title: EMPLOYEE RELATIONS SPECIALIST

Approved:



GENERAL STATEMENT OF DUTIES: Performs professional work planning, coordinating, and directing the employee relations function for New Castle County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for the direction and administration of the activities of the employee relation functions of New Castle County. This employee serves as liaison between management and union groups within the County and must possess a diverse background of successful negotiations with managers, union members, and employees at large. This employee is expected to accomplish this by resolving issues that occur between labor and management in an amiable manner, and by developing new policies and procedures in accordance with settlements agreed upon in problem-solving situations. This employee works under the direction of the Chief Human Resources Officer on day-to-day issues.

EXAMPLES OF WORK: (Illustrative Only)

- Develops, revises, or drafts proposals, policies, and procedures relating to labor management issues;
- Coordinates with departments on the implementation of newly drafted policies, proposals or work procedures;
- Investigates, researches, and analyzes problems, complaints and grievances and assists departments in resolving potential grievance problems;
- Conducts monthly employee management meetings;
- Counsels employees on attendance, appearance, attitude, performance, work ethic, and other related issues;
- Attends meetings to promote a continued harmonious working environment within New Castle County;
- Prepares necessary reports, briefs, and correspondence;
- Supervises support staff;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of labor-management practices and of fact-finding methods, research procedures, and data analysis techniques used in labor relations investigations; good knowledge of collective bargaining practices and issues; ability to solve problems and to grasp and resolve issues

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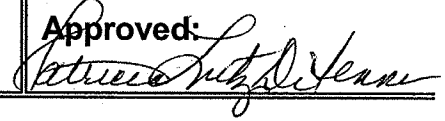
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and conflicts that occur between management and employee organizations in a professional manner; ability to interpret relevant collective bargaining agreements, New Castle County Code, policies, and established work rules; ability to communicate courteously and effectively, both verbally and in writing; ability to make effective presentations before groups; ability to participate effectively in decision making groups and teams; ability to promote an ongoing attitude of dedication to excellent customer service; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least three years responsible experience in labor/management relations and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, or related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS:

Established: 07/01/97
Revised: 09/01/99
Revised: 11/01/03