



## POSITION DESCRIPTION EMPLOYEE RELATIONS DIRECTOR

**DEPARTMENT:** Human Resources **FLSA STATUS:** Exempt  
**SECTION/GROUP:** Administration **GRADE:** 19  
**REPORTS TO (Title):** General Manager  
**SUPERVISES (Titles):** Operations Coordinator

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### POSITION SUMMARY

A key member of the senior management team with primary responsibility for all personnel, compliance, employee relations and staff development, affirmative action and equal employment opportunity functions of the Utility and provides advice and counsel to senior leadership and management team on a range of personnel matters. Provides technical safety and health support to personnel. Develops utilities safety and health programs and objectives and coordinates safety training programs. Monitors safety and health regulations and provides technical support to utilities to ensure compliance with federal and state safety and health regulations.

### DISTINGUISHING CHARACTERISTICS

Extensive leeway is granted for the exercise of independent judgment and initiative. Provides executive and administrative leadership to employees; this position requires proven communication skills, leadership skills, innovation and achieving results through team collaboration and commitment.

### JOB DUTIES OR ESSENTIAL FUNCTIONS

The essential functions of the position include, but are not limited to the following:

- Develop, organize and manage all aspects of the Human Resource Department. Responsibilities include compensation and benefits administration; human resources records and files; coordination and monitoring of all search & hiring processes; establish and maintain orientation within the Utility; and labor relations. Work within guidelines of state and federal agencies to ensure compliance with corresponding rules and regulations.
- Deliver and manage high quality human resource services including: facilitating staff development, orientation, and training programs; management of all individual personnel and workforce management actions including hires, promotions/demotions/transfers, terminations and/or layoffs as necessary; establish and/or recommend salary ranges, offers, and compensation adjustments and monitor salary reports for equity, compression and other issues; performance assessment and management, labor relations and labor negotiations, corrective actions, dispute resolution, compensation and classification; recruitment and retention; and organization structure and staffing; develop, implement and assess human resource policies and practices to ensure compliance with the employment law, personnel policies and procedures and Utility collective bargaining agreements and investigates, refer, and/or respond as appropriate to a wide variety of sensitive and complex internal and external inquiries, issues, complaints and/or grievances.
- Participate as part of the Executive Leadership Team, collaboratively working to exemplify the desired culture (attitudes and behaviors) of the Utilities.



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- Provide leadership, support and development to employees consistent with Austin Utilities Mission & Values to successfully execute each utility's role and to promote employee behavior supportive of each utility's model.
- Responsible for planning, establishing, implementing, and maintaining a variety of health and safety programs to assure the highest possible degree of safety for employees: Ensure that federal, state and local laws, rules and codes are observed; manage recordkeeping and reporting requirements; coordinate trainings for new and existing employees; plan, develop and implement safety training for new employee orientation and annual required programs; identify and evaluate hazardous conditions and practices in the workplace, conduct and coordinate on-site inspections to audit physical conditions and safe work practices; provide advice and counsel for all compliance regulations; compile, analyze, interpret, and report accidents; responsible for the overall administration of workers compensation program; develop, implement and maintain safety manual and site-specific policies that are required by law; monitor, revise, and implement ongoing updates in safety regulations, laws or reporting requirements.
- Participates in development and administration of operation, capital and personnel budgets for department. Constantly strives to improve efficiencies and services to reduce costs.
- Direct, coordinates, and reviews the work plan for the department, meets with staff to identify and resolve problems; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods, and procedures.
- Ensures that employee job training and safety programs are developed and carried out, providing a work environment, which promotes safety, high levels of productivity and individual interest in and commitment to the objectives of Austin Utilities.
- Establishes and nurtures highly effective relationships with employees, customers and stakeholders that support and advance business goals and objectives. Works to remove barriers that hamper inter- and intra-department communications.
- Support the development of employees that results in improved performance. Creates and maintains a work environment that builds talent to ensure the continuity of leadership for the organization.
- Provide performance management through feedback and coaching. Addresses performance issues in a timely and responsible manner and effectively recognizes high performance.
- Ensures that established safety policies are being followed; approves repairs and replacement of equipment; assists in the maintenance of various division records including payroll, material inventory, equipment replacement, and accident reporting.
- Responsible for maintaining a positive and engaging work environment by acting and communicating in a manner that promotes positive relations with customers, co-workers and management.

[This position may encounter non-public data in the course of these duties. Any access to non-public data should be strictly limited to accessing the data that are necessary to perform the duties. While data are being accessed, this position should take reasonable measures to ensure the non-public data are not accessed by individuals without a work reason. Once the work reason to access the data is reasonably finished, this position must properly store the non-public data.]



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### MINIMUM QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the formal education, experience and training required.

**Knowledge of:** Principle, practices, and techniques of human resources administration, organization and operations; Fully proficient knowledge of state and federal employment law; Principles and practices of effective management, training, and supervision ; Methods and techniques for professional recordkeeping, writing, reporting, and project management; Must quickly develop solid working knowledge of Austin Utilities human resources and Utility policies and procedures, collective bargaining agreements and memoranda of understanding.

**Ability to:** Effectively plan, implement and manage assigned programs and functions; Establish and maintain effective working relationships with individuals of all levels of the organization; Lead, manage, direct and evaluate staff; Supervise and participate in the establishment of department and Utility goals, objectives and methods for evaluating achievement and performance levels; Implement, explain and apply applicable policies, procedures, laws, codes and regulations Accurately analyze, interpret and evaluate complex administrative and technical issues and data and make appropriate recommendations for action; Make oral presentations to clearly convey information and concepts; Work independently and as a part of a team and ensure safety work practices; Ability to provide management direction in an environment of change; willingness to make difficult and challenging decisions.

**Education:** Bachelor's degree in human resource management, business or public administration, or related field is required, a Master's degree in business or related fiend and/or HR certification or advanced training is desirable.

**Experience:** Five years' experience in human resource management, three years in responsible labor relations position, and three years in a supervisory role. Local government or public utility experience preferred.

### COMPLEXITY

The overall complexity of this position is advanced. While performing the normal duties of this job, work demands great depth of analysis to identify the nature and extent of problems, develop new methods, and deal with many variables including some that are unclear or conflicting.

### RESPONSIBILITY

#### Supervision

Limited direction is provided while performing the normal duties of this job.

Coordination of work in diverse functions through subordinate supervisors

#### Impact

While performing the normal duties of this job, this position's work affects a wide range of professional projects or administrative activities of the organization, influences internal or external operations, and impacts many people.



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### **REQUIRED PHYSICAL ABILITIES AND WORK CONDITIONS**

The physical demands and work conditions described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work involves sedentary to light work in an office setting. There is frequent need to stand, stoop, walk, sit, lift light objects (up to 10 pounds) and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

**The above statements are intended to describe the general nature and level of work being performed by individuals employed in this job. They are not intended to be an exhaustive list of all duties and qualifications required of personnel in this job. The employer may and reserves its right to change the job description and establish, modify or eliminate job duties and responsibilities and jobs at its discretion with or without notice.**