



Manager, Employee and Labor Relations

Job Description

JOB INFORMATION

<i>Job Code:</i>	117561
<i>Job Title:</i>	Manager, Employee and Labor Relations
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.
<i>Job Family:</i>	HD - HR/Payroll Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Supports and participates in the overall strategic planning and management of university labor and employee relations efforts. Serves as subject matter expert and primary contact for employee and labor relations matters. Leads processing of arbitrations and ensures cases are appropriately prepared and presented. Formulates collective bargaining positions and strategies, conducting union contract bargaining and negotiations as appropriate. Ensures compliance with all collective bargaining agreements, regulatory agency requirements, and codes of practice. Interprets and documents relevant guidelines and practices that potentially impact employee behavior. Works closely with management to create a responsive and safe work environment for employees. Champions the university's vision, culture and values.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
X		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	Human Resources	Or
X		Bachelor's degree	Industrial Psychology	Or
X		Bachelor's degree	Law	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	in related field(s)	Or
	X	Juris Doctor (JD)		

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		7 years	in labor and employee relations in large, complex organizations	
	X	10 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience negotiating collective bargaining agreements with multiple unions and preparing and presenting labor arbitrations.
X		Knowledge of current major employment and labor laws (e.g., ADA, National Labor Relations Act, Taft-Hartley).
X		Experience ensuring compliance with applicable local, state and federal laws and regulations.
X		Demonstrated expertise developing and implementing proactive and reactive employee and labor relations strategies and plans in close collaboration with organizational leadership.
X		Knowledge of best-practice procedures used to investigate and resolve grievances while reducing bias during the investigation process.
X		Experience managing a team by providing feedback, assessment, and encouragement to achieve goals and drive positive change.
X		Demonstrated excellence providing customer experiences, able to design and implement key metrics measuring service effectiveness.
X		Excellent written and oral communication skills, able to maintain customer/data confidentiality.
X		Demonstrated ability to effectively manage time, prioritize tasks and work independently.
X		Excellent facilitation skills and a proven track record of building strong, collaborative relationships with senior stakeholders.
X		Demonstrated project management experience, providing effective oversight from inception to delivery.
X		Proficiency with Microsoft Office.
	X	Experience in higher education and other diverse work environments.
	X	Advanced knowledge of legislative and policy trends in higher education employment.
	X	Knowledge of best practices related to improving employee engagement and reducing bias in employee/labor relations processes.
	X	Ability to identify gaps in knowledge, skills and resources and recommend action plans utilizing industry trends.
	X	Knowledge of human capital management software programs and systems.
	X	Ability to train staff on emerging industry trends and ensure quality baselines of department knowledge and skills.
	X	Track record of positive influence on department culture (e.g., employee engagement during change through communication, trust building and inclusion).
	X	Proven experience with data analysis, identifying relevant trends and patterns. Experience with case management systems/software (e.g., i-Sight).

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X	SHRM (Human Resource Certification)	
	X	Professional in Human Resources - PHR	
	X	Senior Professional in Human Resources - SPHR	

Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Serves as subject matter expert and primary contact for employee and labor relations matters (e.g., labor union negotiations and contract compliance, employee grievance management, employee terminations). Drafts contract proposals and policies and procedures as appropriate.				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Leads procedural integrity of all formal grievances and complaints, overseeing and assisting with employee grievances, negotiating settlements, recommending resolutions and participating in adjudication processes as appropriate. Reviews whistleblower claims, assuring timely and complete response. Leads processing of arbitrations, appropriately preparing and presenting cases. Monitors and analyzes data and trends relative to grievances and complaints. Develops effective strategies to reduce grievances or disputes and fosters successful working relationships with union leadership to effectively resolve issues.				
Provides strategic support, thought partnership and coaching to all organizational levels to ensure managers and unit/school leaders understand the employee and labor relations functions, including processes. Ensures learning and training initiatives are provided on relevant topics (e.g., collective bargain agreement administration/interpretation).				
Creates communication/marketing plans designed to build awareness and trust in the employee and labor relations function. Ensures open and consistent communication with all key stakeholders to drive alignment and accountability. Leverages expertise to provide guidance and coaching to managers and HR partners addressing employee behaviors and performance action plans (e.g., corrective/disciplinary action plans) across the university.				
Formulates collective bargaining positions and strategies for union contract bargaining, conducting negotiations as appropriate. Represents the business unit in reconciling opposing claims and recommends concessions or proposes adoption of new contract language. Ensures representation on appropriate labor contract negotiations and timely responses to all requests for information. Works with management and HR partners to develop plans to proactively and effectively manage and respond to and reduce the risk of strikes, work stoppages, and employee actions. Communicates and coordinates with partnering units and outside counsel, as appropriate.				
Maintains compliance with all collective bargaining agreements, regulatory agency requirements, and codes of practice, consistently promoting ethical and legal practices. Interprets state and federal employment/labor law for consistent application, informs employee relations practices, and leads labor contract negotiations. Assesses current employee and labor relations policies and procedures, developing and implementing action plans to minimize potential bias as needed. Maintains currency with anticipated changes in internal/external environments, proactively addressing employee and labor union concerns. Works closely with management to create a responsive and safe work environment for employees.				
Interprets and documents relevant guidelines and practices, ensuring consistent application across all employee groups. Analyzes labor contractual agreements, providing applicable training on new policies, as necessary. Communicates relevant updates on labor union and employee relations guidelines and practices. Develops effective communications regarding contract negotiations, including responses to union claims for distribution to various constituents. Identifies trends in claims across the organization and develops plans of correction and strategies to address trends and/or reduce potential occurrences.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/

<i>Campus Security Authority (CSA)</i>	<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/	Yes

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.