

**Town of Natick
Job Description**

Position Title:	Director of Labor Relations and Human Resources	Grade Level:	5
Department	Human Resources	FLSA Status	Exempt
Reports to:	Town Administrator		

Statement of Duties: The Director of Labor and Human Resources (Director) in conjunction with the Town Administrator and Personnel Board has primary responsibility for management of employee relations, labor relations, personnel administration, administration of employee programs, and safety programs. These functions include responsibility for developing, interpreting and recommending program goals and objectives, policies and procedures, and courses of action. The incumbent is responsible for managing the employee relations activities according to established guidelines and sound administrative practices and in accordance with the Town's mission, values and goals.

Supervision Required: The Director under the administrative direction of the Town Administrator or designee, works to establish and support organizational human resource and labor relations policies and objectives.

Supervisory Responsibility: The Director is responsible for the direct supervision of the human resources department, including service delivery, training, evaluating and disciplining of subordinates, and budget development. The Director, in consultation with Town Department heads, hires, disciplines, and evaluates Town personnel and recommends the termination of employee when necessary to the Town Administrator. The Director also operates as a consultant to all Department Heads in regard to labor and human resources issues.

Accountability: Consequences of errors, missed deadlines or poor judgment could severely jeopardize department and Town operations or have extensive financial and/or legal repercussions and adverse public relations to the Town.

Judgment: Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies.

Complexity: Work consists of employing many different concepts, theories, principles, techniques, and practices relating to labor relations and human resources including but not limited to: recommending improvements; planning long range human resource or labor relations projects; devising new techniques for application to the work, recommending policies, standards or criteria.

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Confidentiality: Director has access to department-wide confidential information including collective bargaining, law suits and personnel records.

Work Environment: The work environment involves everyday discomforts typical of indoor environments such as office settings, with infrequent exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Director is required to work beyond normal business hours to attend evening meetings.

Nature and Purpose of Contacts: Director has constant interaction with co-workers, the public and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences where skillful negotiating and achieving compromise is required to secure support, concurrence and acceptance or compliance; or one-on-one relationships with a person who may be under severe stress, where gaining a high degree of persuasion may be required to obtain the desired effect.

Occupational Risks: Occupational risk exposure to the Director in carrying out essential functions is similar to that found in typical indoor or office settings.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The Director shall be responsible for:

- Responsible for maintaining effective employee working relations;
- Represents the Town in the negotiation of collective bargaining agreements; conducts independent research as required;
- Oversees and participates in the development and provision of personnel services including recruitment, compensation, classification of positions and the provision of benefits to employees and retirees;
- Develops labor policies;
- Manages grievance procedures; including representation of management at arbitrations;
- Overseeing dispute resolution involving employees, management and unions;
- Advising management on issues regarding union-management relations, such as contract negotiations;
- Advising Department staff to ensure compliance with the union contracts;
- Developing and revising union contracts;
- Meeting with elected union officials;
- Ensures that the Town is in compliance with all local, state and federal personnel laws, rules and regulations including ADA, civil rights and FLSA, COBRA, FMLA, CORI, MEPA etc.;
- Works in conjunction with the Town's Worker's Comp agent to ensure compliance;
- Develops and implements a wide range of employee training programs;
- Serves as the Town's liaison to the Employee Assistance Program (EAP);

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- Oversees the administration of employee unemployment services;
- Conducts employee personnel grievances at the second step of grievances; and,
- Provides administrative support to the Town's Personnel Board.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Bachelor's Degree and more than ten (10) years of work experience in the personnel and/or labor relations field; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements:

- Professional certification from national personnel manager organizations is desirable

Knowledge and Abilities

Knowledge:

- Knowledge of local, state and federal labor and personnel laws and regulations pertaining to municipal employees;
- Knowledge of accepted personnel practices and procedures regarding the classification of positions and compensation of employees.
- Knowledge of civil rights and discriminatory laws and regulations.
- Knowledge of worker's compensation regulations and employee benefits.

Abilities:

- Ability to supervise employees; ability to develop, implement and monitor the effectiveness of a wide range of personnel services.
- Ability to effectively negotiate labor agreements
- Ability to work effectively with confidential information.
- Ability to work effectively with disgruntled employees. Skill:
- Excellent work ethic.
- Excellent written and oral communication skills.
- Excellent personal computer hardware and software programs including word processing and spread sheet applications.

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Physical and Mental Requirements

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

Physical Skills:

- Little or no physical demands required to perform the work.
- Employee is required to lift, push or pull office equipment up to 30 lbs.

Motor Skills:

- Duties require minimal motor skills for activities such as moving objects, operating a telephone, personal computer and/or most other office equipment.

Visual Skills:

- Employee is required to constantly read documents for general understanding and analytical purposes.

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

The Job Duties and Responsibilities of Labor Relations Specialists

The job description for a labor relations specialist includes the following duties/responsibilities:

- Leading monthly labor management meetings
- Preparing paperwork related to labor relations assignments

Labor relations specialists spend much of their time reporting to and working alongside the director of industrial relations in many corporations. These HR professionals also often seek the guidance and advice of conciliators (mediators) when attempting to prevent or resolve disagreements over contracts and other issues.

In governmental agency settings, labor relations specialists can be found working at the municipal, state, and federal levels. Although their work involves much of the same duties as those found in private companies or organizations, specific issues often involve job classification and other matters that are unique to a government setting. Labor relations specialists may serve government agencies as consultants and researchers, focusing their efforts on issues related to:

- Wages/hours
- Fair employment practices

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- Safety codes
- Employer-Director relationships
- Unemployment statistics
- Labor laws
- Economics

Qualities and Competencies of Today's Labor Relations Specialists

To serve as strategic HR business leaders, labor relations specialists must possess a key set of competencies, including:

- Background in labor relations related to the private sector and to the public sector at federal, state, and local levels
- Labor relations as they relate to global issues
- Specific skills, such as negotiation, mediation, arbitration, and leadership
- Excellent verbal and written communications and strong interpersonal communications
- An understanding of specific labor relations needs and challenges related to a company's collective bargaining agreement and business strategy
- Strength in situation leadership, ethics, problem-solving, strategic thinking, and cultural competency

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