General Description
Serves as the lead in the Employee Relations team and works on more complex complaints and issues submitted to Employee Relations.

Examples of Duties
- Assesses the employer and manager needs, and handles highly complex work related matters within the work environment.
- Interviews staff to gather information for climate surveys.
- Meets with management to discuss possible actions to be taken.
- Coordinates efforts with multiple departments to gather the requested information for the Department of Labor.
- Prepares witnesses and gathers evidence for unemployment hearings.
- Drafts memoranda for the Department of Labor Board of Review when contesting unemployment benefits.
- Explains grievance procedures.
- Facilitates the grievance process between the employee and department.
- Assists with the development and recommendation of retention strategies.
- Researches and analyzes retention strategies.
- Reviews and revises current staff policies and procedures to ensure applicable Federal and State laws are followed.
- Maintains the Staff Recruitment/Retention (SRR) budget; prepares and monitors the monthly expenses.
- Coordinates and serves as team lead for special projects, such as the HR Intern Program, Employee Appreciation Month programs, and the Panther Perqs program.
- Conducts managerial training and seminars.
- Assists in developing training programs that enhance employee performance and attitudes.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of Human Resources (HR) practices, policies, and procedures.
- Knowledge of employee relations laws, theories and practices.
- Knowledge of grievance policies and procedures.
- Knowledge of statistical analysis methods.
- Knowledge of computer software and equipment.
- Effective oral and written communication skills.

Minimum GSU Hiring Standards
Bachelor’s degree and three years of related experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.