Job Title: Manager, Employee Relations

BCAT Code: 09KX09  Effective Date: February 1, 2014
Pay Grade: G18   FLSA Status: Exempt  Revision Date: November 1, 2014

General Description
Serves as the lead HR Consultant to Deans, Vice Presidents, Directors, Managers, Supervises. Interprets grievance procedures campus-wide. Assists with Equal Employment Opportunity Commission (EEOC) external complaints and pending litigation cases. Manages the daily operations of the Employee Relations unit, its workflow and budget.

Examples of Duties
- Manages and conducts performance evaluations for unit employees, such as the Senior Employee Relations Specialist, Employee Relations Specialist, etc.
- Conducts exist interviews.
- Researches and analyzes information obtained through exit interviews.
- Develops and facilitates training for management and staff.
- Makes appropriate referrals to Employee Assistance Programs, the Ombudsperson, office of Opportunity Development and Diversity Planning (ODDEP), Legal Affairs, etc. as needed.
- Researches, analyzes, develops, and recommends retention strategies, disciplinary and grievance processes, and staff policies.
- Serves as subject matter expert on staff policies and procedures.
- Represents Georgia State University (GSU) in all Department of Labor (DOL) unemployment hearings; prepares witnesses, gathers evidence and documentation for unemployment hearings.
- Facilitates the Staff Grievance Process between employees and the departments; interprets grievance procedures.
- Develops and recommends retention strategies.
- Creates and conducts managerial training and seminars; develops training programs; creates reference guides for managers and supervisors in employee related matters.

Knowledge, Skills and Abilities
- Knowledge of HR practices, policies, and procedures.
- Knowledge of employment law and legal concepts related to employment and practices.
- Effective time management, customer service, and organizational skills.
- Effective oral and written communication skills.
- Ability to use independent judgment in complex situations.
- Ability to supervise and direct the work of others.

Minimum GSU Hiring Standards
Bachelor’s degree and four years of direct employee relations experience; or a Master’s degree and two years of direct employee relations experience. Preferred: J.D. degree and employment law background.

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.