

Employee Relations Liaison Tompkins County

Department: Department of Social Services
Classification: Competitive
Labor Grade: Management Grade 85
Approved: 11/2021
By: RP, Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree or higher **AND** two (2) years of professional level work experience, or its part time equivalent, in Personnel or Civil Service Administration, Employer/Employee Relations, Employment and Training or Job Development, Personnel Counseling or Placement, or a closely related field; **OR**
- B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree or higher **AND** four (4) years of professional level work experience, or its part time equivalent, in Personnel or Civil Service Administration, Employer/Employee Relations, Employment and Training or Job Development, Personnel Counseling or Placement, or a closely related field; **OR**
- C. Six (6) years of paraprofessional or professional level work experience, or its part time equivalent, at least two (2) years of which have been in a professional level capacity in Personnel or Civil Service Administration, Employee/Employer Relations, Employment and Training or Job Development, Personnel Counseling or Placement, or a closely related field.

NOTE:

Successful completion of graduate semester hours in Personnel, Labor Relations, Public Administration, or a closely related field from a regionally accredited or New York State registered college or university may be substituted for work experience as follows: Thirty (30) graduate semester hours is equivalent to one (1) year of specialized work experience; sixty (60) graduate semester hours is equivalent to two (2) years of specialized work experience.

Successful completion of fingerprinting and criminal background check are required.

Tompkins County is committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS

The Employee Relations Liaison will serve as the liaison between Social Services and the Human Resources Department, ensuring compliance with civil service rules, county policy and procedure, and applicable labor contracts. The work involves responsibility for performing a variety of personnel related activities in a municipal governmental agency and advising the department regarding areas such as recruitment, hiring, promotion, professional development, mediation and disciplinary actions. The Employee Relations Liaison will train division heads and other supervisors on subjects relating to the civil service system, performance reviews and documentation, and creating and maintaining a diverse and inclusive workplace. Work is performed under the general supervision of the Commissioner of Social Services and/or designee and will interface with division coordinators in such activities as employee transition dates, employee licenses and certifications, background checks and fingerprinting. The Employee Relations Liaison will also manage employee/supervisor associations within the timecard system and facilitate the departments biweekly timecard completion/review/submission process. The Employee Relations Liaison is a higher-level administrator position that functions at full performance level in accomplishing tasks assigned to build and maintain a workforce that is effective in accomplishing the agency's mission and goals within the framework of the merit system. May participate in intra or interdepartmental management committees concerned with resolving broad issues in personnel administration such as administering employee performance evaluation processes. An employee in this class exercises general supervision over designated staff as needed. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Acts as a liaison with the Department of Human Resources, supervising personnel and Civil Service reporting activities such as "ban the box", MSD428s, position conversions and terminal pay requests;

- Oversees the administration of a number of tasks pertaining to the appointment, assignment and evaluation of personnel;
- Oversees the maintenance of a position or item control system to facilitate effective and efficient utilization of organizational staff;
- Directs the canvass of eligible lists and arranges for appropriate program supervisory participation in employment interviews;
- May conduct interviews of eligible candidates for particular positions;
- Confers with program managers, other agency administrators and Civil Service representatives to resolve questions relating to the appointment, transfer or reinstatement of individual employees;
- Maintains liaisons with division coordinators and program managers to ascertain current and projected personnel support requirements;
- Recommends and administers reductions in staff in accordance with agency resources and priorities and within the framework of the Civil Service merit system;
- Ensures the preparation of personnel transactions in accordance with Civil Service Law, and applicable rules, regulations and directives;
- Maintains the department personnel files, which include employment information, performance evaluations and comments, and payroll and salary information;
- Advises program managers, supervisors and individual employees on applicable laws, rules, directives or negotiated agreements which affect the appointment, promotion, termination or salary of employees;
- Develops and/or reviews requests for new positions, reclassifications, reallocations, earmark releases, increased minimum hiring rates, area and shift pay differentials and related classification and compensation matters;
- Prepares agency classification requests and supporting justifications;
- Confers with program staff, Civil Service, Budget and HR representatives as necessary to further explain and support classification proposals;
- Reviews job analysis data for a given position to evaluate appropriate knowledges, skills and abilities required; Confers with agency program managers and Civil Service representatives to develop the scope of the examination;
- Conducts special studies designed to gather and evaluate information which may be used by management to solve a problem or to improve the agency's personnel program;
- May conduct a survey of specific personnel practices of other agencies, private companies or other governmental jurisdictions to obtain data and identify both positive and negative features of individual practices;
- May conduct and review audits of such programs as administration of attendance rules and performance ratings to gather specific data and evaluate it against agency needs and objectives and finally recommends or carries out appropriate remedial actions;
- Recommends employee engagement activities that support the development and maintenance of the organizational workforce;
- Assists in the administration of the employee relations program: Interprets terms of negotiated contracts to various agency personnel to ensure uniform implementation;
- Conducts or supervises the conduct of pertinent background and factual data gathering on individual grievances and disciplinary matters;
- Prepares or supervises the preparation of various personnel reports and related correspondence;
- Identifies, develops and facilitates the organization's staff development and training program; Reviews and evaluates effectiveness of training effort through audits of individual classes and discussions with program managers on improvements noted;
- Coordinates and documents the results of mandatory criminal background checks for new hires who will have access to protected Federal Tax Information.
- Performs administrative related tasks as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the principles and practices of public personnel and Civil Service administration. Good knowledge of various functional areas in the personnel field and the interrelationship of these functions.
- Ability to establish rapport with agency staff and others in order to gather information about programs and jobs, and to interview, select, and counsel employees;
- Ability to organize and analyze facts, and to draw logical conclusions. Ability to identify and resolve personnel problems;
- Ability to communicate orally and in writing for the purpose of explaining and supporting personnel requests, recommendations and actions.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

The physical and mental 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 essential functions. While performing the duties of this job, the employee is frequently required to sit, use hands to keyboard, handle, or feel objects, manipulate tools, or controls, and reach with hands and arms. The employee is required to see, talk and hear. The employee must occasionally lift and/or move up to 10 pounds. Due to extensive computer usage, the job requires considerable visual effort. Vision abilities required by this job include close vision and the ability to adjust focus to a mid-range. The employee's physical and mental condition shall be commensurate with demands of the position, either with or without reasonable accommodations. High autonomy and independent judgement are exercised in performing the job. Work is performed under direct supervision of the Commissioner of Social Services. Supervision is exercised over of a number of tasks pertaining to the appointment, assignment and evaluation of personnel. Psychological demands are moderate for this position. Considerable interpersonal skills are necessary in order to create connections, obtain buy-in, cooperation with community agencies, municipalities and throughout the organization. Internal contacts may include work with elected officials, department heads or deputies and will require professional collaboration on overlapping projects. External contacts are with professional associates, liaisons, and community groups and involve the development of professional networks. The work environment has minimal exposure to disagreeable conditions. The incumbent will perform all related duties as required.

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