



Job Specification

Job Title: Employee Relations Specialist
BCAT Code: 422X AX
Pay Grade: G15

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Exempt

General Description

Facilitates the resolution of employee relation problems.

Examples of Duties

- Explains grievance procedures.
- Interviews staff to gather information on employee attitudes towards the work environment.
- Listens to complaints filed by employees over work related issues such as harassment, discrimination, unfair treatment, etc.
- Resolves issues between supervisors and subordinates.
- Meets with management to discuss possible actions to be taken.
- Follows up with employees and supervisors to ensure issues are resolved.
- Coordinates the Board of Reviews (meeting time, members, etc.) during grievance procedures.
- Refers employees to Employee Assistance Programs, Ombudsperson, etc. when necessary.
- Conducts exit interviews.
- Researches and analyzes information obtained through exit interviews.
- Works with employees interested in career or job changes to determine needed skills and abilities.
- Assists in developing training programs, which enhance employee performance and attitudes.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of employee relations 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 2 years of related experience; or a combination of education and 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.