



Code: 1331
Family: Human Resources
Service: Administrative
Group: Statistical, Technical, and Analytical
Series: Personnel

CLASS TITLE: LABOR RELATIONS SUPERVISOR

CHARACTERISTICS OF THE CLASS

Under direction, in a supervisory nature, functions as the labor/employee relations administrator for a moderate to large size City department, and performs related duties as required

ESSENTIAL DUTIES

- Performs the full range of employee and labor relations functions including administering bargaining unit contracts and the employee grievance and disciplinary processes
- Provides and oversees lower level staff providing information and advising management staff on the provisions of collective bargaining agreements to ensure proper and effective contract administration
- Coordinates and provides training for departmental supervisory personnel in the areas of progressive discipline, grievance processing and contract administration
- Administers the employee grievance and disciplinary process at the departmental level
- Acts as a liaison to unions representing departmental employees to answer questions, respond to grievances and investigate concerns in order to resolve problems
- Investigates and monitors the investigation of grievances at the pre-arbitration level
- Establishes working relationships and meets with union representatives to communicate information regarding city work rules, practices and operations impacting on the administration of collective bargaining agreements
- Attends collective bargaining negotiations and researches issues arising out of the collective bargaining process for use by the city's negotiating team
- Coordinates and monitors reduction in force actions to ensure compliance with collective bargaining agreements and city personnel rules
- Prepares management reports on labor/employee relations activities

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree, plus four years of employee relations, industrial relations or professional personnel experience, or an equivalent combination of education, training and experience, provided that the minimum degree requirement is met.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, laptop computer, hand-held computer, computer terminals, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *principles and practices of collective bargaining negotiations and contract administration
- City's collective bargaining units, agreements, grievance process, and personnel policies
- *personnel administration principles, policies, practices, and techniques

Moderate knowledge of:

- *research methods and practices

Some knowledge of:

- applicable federal (e.g., EEOC, FLSA, ADA) and state laws, regulations, and guidelines
- supervisory methods, practices and procedures

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- *TIME MANAGEMENT - Manage one's own time or the time of others
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- *NEGOTIATION – Bring others together and trying to reconcile differences
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other Work Requirements

- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
Date: vOctober, 2012