

SENIOR DIRECTOR, LABOR RELATIONS AND EMPLOYEE SERVICES

DEFINITION

Under the direction of the Vice President of Human Resources, plans, organizes, oversees, coordinates, and reviews work related to labor negotiations, Human Resources Information Systems (HRIS), employment transactions, and the College fringe benefits program. This position is responsible for developing policies, programs, practices, and procedures and providing guidance for all labor relations matters. This position is responsible for the analysis, input, and upload of processes for employment data into Banner, ensuring accuracy of data, and reconciliation of information. This position also oversees and prepares accurate and timely reports and audits of the HRIS system and serves as the department consultant with respect to providing support for training on the HRIS system for Human Resources (HR) internal staff, external units, and employee self-service applications. Acts as lead negotiator in the absence of the Vice President, Human Resources.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Vice President, Human Resources. Exercises general and direct supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management-level classification in the HR Division. The incumbent oversees, directs, and participates in major activities and programs of the HR Division and is responsible for providing professional-level support to the Vice President, Human Resources in a variety of areas. Responsibilities include performing and directing many of the division's day-to-day administrative functions and assisting in planning, development, and administration. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other College divisions, departments, and other organizations.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assists lead negotiator on collective bargaining, including new contracts, effects bargaining, Memorandum of Understanding (MOUs), successor agreements, side agreements, settlement agreements and meet and confers.
2. Meets with College administrators to define bargaining goals and principles, understand cultural impacts, and develop approaches and strategies for negotiations.
3. Represents the College with holding listening sessions to collect, aggregate and analyze data from various departments and operational units to assess current business practices and the cost impact of potential bargaining initiatives.
4. Utilizes information learned in information sessions and data gathering to draft proposals for negotiations; receives and assesses feedback; tracks all revisions; records tentative agreements.
5. Leads contract negotiations team members during regularly scheduled team meetings

- from strategies to table negotiations; consults with subject matter experts on various bargaining topics to assess impacts during bargaining.
6. Leads the union-College administrators committee meetings to facilitate proactive and positive labor relations with the union; prepares objectives and agendas.
 7. Acts as a subject matter expert on labor relations; counsels and guides leadership, department heads, managers and supervisors on delicate and sensitive matters pertaining to union issues.
 8. With a strong command and knowledge of the collective bargaining agreement, provides ongoing interpretation, including holding learning sessions with academic and operational leadership for compliance with and administration of the collective bargaining agreement.
 9. Communicates ongoing messaging about bargaining status and other labor relations issues.
 10. In the absence of the Chief Negotiator, negotiates labor contracts and agreements for assigned bargaining units.
 11. Directs College-wide HR operations, activities, and support services involved in the HRIS Banner and College fringe benefits program.
 12. Serves as department consultant on the HRIS system with Information Technology Department; provides technical consultation, problem-solving, and support, and establishes a working relationship with Payroll and Finance.
 13. Provides support for training on the HRIS system for HR internal staff, external units, and employee self-service applications; on a regular basis, produce audit report of changes/updates/additions to the Banner system for payroll; compares reports produced to the spreadsheets to ensure that employees are receiving the proper pay, adjustments, and one-time payments, as necessary.
 14. Manages the process, reviews, and tracks faculty and staff personnel transactions, including hiring, termination, retirement, employee status changes, special compensation, and special contract assignments.
 15. Manages and creates reports to audit data input and follow up on issues found in data audits; designs and creates timely and accurate reports including routine and ad hoc reports from the HRIS database; downloads files into a PC-based system for manipulation and/or analysis.
 16. Acts as Co-Chair on the College's Fringe Benefits Insurance Committee; confers with benefits brokers, Joints Power Authority, insurance carriers, claims adjusters, and providers of medical services in the development and administration of the College's fringe benefits and/or other insurance programs including coverage, premiums, claims processing, fees, and plan requirements.
 17. Acts as the College's liaison to provide technical assistance with limited authority to negotiate and accept program changes to the State's retirement systems (PERS and STRS).
 18. Supervises, coaches, develops, and evaluates assigned staff; assigns, coordinates, and reviews work to assure the delivery of high-quality services and programs in support of the College.
 19. Provides information and analysis in support of labor negotiations and may serve on negotiation teams. Evaluates both the fiscal and operational impact of current collective bargaining agreement provisions and proposals.
 20. Prepares and delivers oral presentations concerning HR operations, activities, needs, and issues to managers, faculty, and staff.

21. Selects, trains, motivates, and directs the assigned department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
22. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
23. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
24. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
25. Implements, enforces, supports, and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
26. Participates on and supports employee participation on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
27. Prepares and delivers DEISAA minded presentations related to assigned areas as required.
28. Performs other related duties assigned consistent with the scope of the position.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Principles of labor contract negotiation and administration.
3. Public section labor relations laws and precedents.
4. Sections of the Education and Penal Codes and rules, regulations, and policies of the College related to the employment and retention of personnel.
5. Principles and techniques of arbitration advocacy.
6. HR programs and practices in the areas for HRIS Banner, employee benefits, and records management.
7. Processes for employment data entry into HRIS, auditing of data and reconciliation of information.
8. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
9. Fringe benefits and/or other insurance programs including coverage, premiums, claims processing, fees, and plan requirements.
10. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
11. Collective Bargaining Agreements and contractual, legal, and regulatory information, policies, and procedures, provides guidance to administrators, staff, and faculty regarding HR related issues, policies, and practices.
12. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
13. Modern office practices, methods, and computer equipment and applications related to the work.

14. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
15. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, various socio-economic, and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
5. Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
6. Plan, organize, direct, and coordinate the work of supervisory, professional, and technical personnel.
7. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
8. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
9. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
10. Establish and maintain a variety of filing, record keeping, and tracking systems.
11. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
12. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
13. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understands scope of authority in making independent decisions.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to graduation from a regionally or nationally accredited four-year college or university with major coursework in human resources, organizational psychology, public or business administration, or a related field; and

2. Five (5) years of progressive human resources experience, including supervisory experience and labor relations experience.

Preferred Qualifications:

1. Master's degree in human resources, organizational psychology, business or public administration, or a related field
2. Experience in HRIS Banner
3. Experience in classification, compensation, and fringe benefits in higher education
4. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
5. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI)

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment is exposed to loud noise levels, cold temperatures, dust, and allergens. Incumbents may interact with staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies.