



CITY OF LAKELAND, CIVIL SERVICE
invites applications for the position of:

HR Specialist - Policy and Employee/Labor Relations

Policy & Labor Relations 0303000000

SALARY: \$28.50 - \$44.21 Hourly
\$2,279.65 - \$3,536.48 Biweekly
\$4,939.23 - \$7,662.38 Monthly
\$59,270.81 - \$91,948.50 Annually

OPENING DATE: 05/25/22

CLOSING DATE: Continuous

GENERAL DESCRIPTION OF CLASS:

This is an advanced professional position responsible for human resource work in the Policy and Employee/Labor Relations Division. Work activities involve handling employee complaints, performing investigations and reports, assisting the management team in resolving grievances, implementing Employee/Labor Relations strategies and training, preparing for negotiations, arbitration and civil service hearings, completing departmental assignments and assisting in the more difficult aspects of Human Resource administration. The employee is expected to exercise good judgment and function with a high degree of independence within the framework of established policies, procedures and instruction. Work is conducted under the general guidance and supervision of the Policy and Employee/Labor Relations Manager and HR Director.

This is not a remote position.

ESSENTIAL FUNCTIONS AND ADDITIONAL FUNCTIONS:

- Provides advice and guidance to management and employees on policies, employee/labor relations issues, and interpretation of collective bargaining agreements.
- Performs research and conducts analysis in preparation for collective bargaining and interprets data for effective use in and during negotiations.
- Develops and conducts HR and related training programs as required.
- Evaluates/Investigates employee complaints and/or disputes and work-related issues and meets with supervisors and managers to discuss possible effective solutions.
- Determines proactive recommendations and provides feedback to appropriate parties.
- Ensures departmental compliance with mandatory training, City of Lakeland policies and Civil Service Rules.
- Assists in negotiations, processing employee grievances and disciplinary actions, performing investigations and complaint analysis.
- Assists in the collective bargaining process, including conducting supervisory and management training relative to collective bargaining agreements.
- Assists in preparing, developing and editing HR policies and various in-house employee communications. Identifies patterns, makes recommendations or changes to policy and procedures.
- Assists in developing, administering all compliance programs and reports.

ADDITIONAL RESPONSIBILITIES:

- Conducts independent evaluations and studies and drafts necessary reports as required.
- Works collaboratively with HR team and completes other related assignments as needed.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE) AND SPECIAL REQUIREMENTS:

- Bachelor's degree and/or Master's degree with course work in Human Resources, Public Administration, Business Administration, Management, or closely related field and
- Six (6) years progressively responsible HR and employee/labor relations experience performing investigations and resolving complaints of a complex nature with special emphasis on oral and written communication, writing reports and making recommendations, problem resolution, union background and building and maintaining effective relationships with client groups.

Required Documents: A discipline write up or an investigation report you have written.

SPECIAL REQUIREMENTS:

- HR Professional Certification preferred.
- Must possess a valid state of Florida driver's license.
- Must maintain a valid contact telephone number.
- Position may be designated as Mission Critical by Department Director.

KNOWLEDGE, SKILLS, ABILITIES AND WORKING ENVIRONMENT/PHYSICAL REQUIREMENTS:

- Demonstrated excellence in written and verbal communication skills.
- Demonstrated ability to provide strategic, proactive partnership to leaders.
- Knowledge of the current Human Resource management techniques and methods, including employee/labor relations and compensation/classification systems.
- Knowledge of the organizational structure of a medium to large municipality or equivalent employer and Florida Public Employees Relations Commission (PERC).

- Knowledge of TITLE VII, FCHR, ADA, ADEA, FMLA, FLSA, GINA, PDA, USERRA, Veterans' Preference and other employment laws as they pertain to the public sector.
- Knowledge of the various laws and regulations pertaining to municipal personnel administration.
- Ability to understand, interpret and apply City's Civil Service rules and procedures and City policies.
- Knowledge of Collective Bargaining Agreements
- Advanced working knowledge of Microsoft Office (MS Word, PowerPoint, Excel, Outlook, etc.).
- Ability to listen effectively to others.
- Ability to plan, assign and direct the work of subordinate personnel.
- Willingness to work hours necessary to perform the functions associated with this position in order to meet operational needs.
- Willingness to establish and maintain effective working relationships with managers, supervisors, co-workers, other City employees and the general public.
- Willingness to maintain confidentiality of department records and sensitive information.

WORKING ENVIRONMENT/PHYSICAL REQUIREMENTS:

- Requires sedentary work that involves walking or standing some of the time, exerting up to 5 pounds of force on a recurring basis, and routine computer keyboard operations.
- Ability to work in a stressful environment and to adapt and cope with changing priorities.
- Ability to adapt on short notice for urgent issues.
- This is an in-office position. Attendance and punctuality are essential. Must be available to meet in-person with client groups, HR & City management team and employees as needed.

All City of Lakeland positions are subject to testing (e.g. written, oral, performance, computerized, interview, and/or any combination). Candidates selected for testing will be notified via email or telephone. Please check your e-mail and telephone messages regularly, including "junk" folders. Test times and locations to be announced.

THE CITY OF LAKE LAND IS AN EQUAL OPPORTUNITY/EQUAL ACCESS EMPLOYER AND A DRUG FREE WORKPLACE

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.lakelandgov.net/employmentservices>

Position #2271-05
 HR SPECIALIST - POLICY AND EMPLOYEE/LABOR
 RELATIONS
 AS

500 N Lake Parker Avenue
 Lakeland, FL 33801
 (863)834-8790

civilservice@lakelandgov.net

HR Specialist - Policy and Employee/Labor Relations Supplemental Questionnaire

- * 1. Do you have a Bachelor's degree and/or Master's degree with course work in Human Resources, Public Administration, Business Administration, Management, or closely related field?
 Yes No
- * 2. Please indicate the area of major coursework for your degree.
 Human Resources
 Public Administration
 Business Administration
 Management
 Related Field
 Non-Related Field
 N/A - I do not have a degree
- * 3. Do you have six (6) years of progressively responsible HR and employee/labor relations experience performing investigations and resolving complaints of a complex nature with special emphasis on oral and written communication, writing reports and making recommendations, problem resolution, union background and building and maintaining effective relationships with client groups?
 Yes
 No
- * 4. Please provide a narrative supporting your answer to the above question. Be sure to include the specific job title, job duties, organization and the dates where the work was performed. Note: The employers and dates of employment that you list here must also be included in the "Work Experience" section of this job application.
- * 5. Do you have experience in Public Sector collective bargaining?
 Yes
 No
- * 6. Please provide a narrative supporting your answer to the above question. Be sure to include the specific job title, job duties, organization and the dates where the work was performed. Note: The employers and dates of employment that you list here must also be included in the "Work Experience" section of this job application.
- * 7. From your perceptions/experiences what are the differences between working in the public and private sectors?
- * 8. Do you have experience providing advice, guidance, and coaching to supervisors and employees on employee relations issues?

- Yes
- No

* 9. Please provide a narrative supporting your answer to the above question. Be sure to include the specific job title, job duties, organization and the dates where the work was performed. Note: The employers and dates of employment that you list here must also be included in the "Work Experience" section of this job application.

* 10. By clicking "Yes" below, I understand that all relevant work experience MUST be entered on my application to be considered for the position. In addition, all current City of Lakeland employees must list all previous City of Lakeland work experience. Failure to add the work experience to your application will disqualify you from the application process.

- Yes
- No

* Required Question