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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. | |  | | **ESSENTIAL FUNCTIONS AND ADDITIONAL RESPONSIBLITIES:** | | * 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):** | | * Bachelor'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. * OR Master's degree with course work in Human Resources, Public Administration, Business Administration, Management, or closely related field and four (4) 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.   **SPECIAL REQUIREMENTS:**   * 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 CONDITIONS:** | | * 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, 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 confidentially of department records and sensitive information   **WORKING ENVIRONMENT/CONDITIONS:**   * 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. * Attendance and punctuality is essential for consistency and availability to client groups.   **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 LAKELAND IS AN EQUAL OPPORTUNITY/EQUAL ACCESS EMPLOYER AND A DRUG FREE WORKPLACE** | | | |  |  | | --- | --- | |  | | | APPLICATIONS MAY BE FILED ONLINE AT:  <http://www.lakelandgov.net/employmentservices>  500 N Lake Parker Avenue  Lakeland, FL 33801-2097  (863)834-8790   [civilservice@lakelandgov.net](mailto:civilservice@lakelandgov.net) | Position #2271-04  HR SPECIALIST - POLICY AND EMPLOYEE/LABOR RELATIONS | | |