

Task Statements

Labor Relations Manager I and II Consortium Project

Task #	Task Statement
	Grievance/Advisement/Consultation
1	Serve as an advisor and/or representative for departments with control agencies (e.g., Department of Personnel Administration, State Personnel Board, Public Employment Relations Board) in the resolution of issues.
2	Provide recommendations, advice, and direction regarding the interpretation and application of the provisions within Memorandum of Understanding/labor agreements.
3	Provide advice to program areas and departmental executives on policy and how to formulate policies that are supported by the labor force in order to avoid legal complications.
4	Provide advice to management/executives on labor relations issues utilizing historical knowledge of past resolutions in order to enable desired outcome.
5	Review complaints and grievances in order to determine if they have merit and offer resolution or potential settlement.
6	Provide consultation and advice to management and executives on responses for grievances and/or complaints regarding labor relations matters.
7	Prepare written responses regarding labor relations matters to communicate action to various stakeholders.
8	Participate in departmental committees/task force regarding operation issues (e.g., reorganization, pay issues, system changes) to ensure compliance with the Memorandum of Understanding/labor agreement, laws, and rules.
9	Participate in the development of employer positions on matters within the scope of bargaining.
10	Consult and advise other departmental labor relations officers in interpreting the various Memorandum of Understanding/labor agreement laws and policies.
11	Review and authorize grievance responses prepared by staff performing labor relations work.
	Communications/Collaboration
12	Communicate message effectively to diverse audiences who have differing levels of understanding.
13	Collaborate with entire management team (e.g., operations, classification and pay, payroll) to ensure all representatives reach an understanding and/or consensus on labor issues and that all are communicating the same messages to various audiences.

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14	Communicate labor relations information to upper levels of management to ensure they are informed on current issues.
15	Prepare various written correspondence for/to various stakeholders (e.g., Governor's Office, Department of Personnel Administration, Agency Secretaries, Directors, Public Employment Relations Board, other elected officials, union officials, management, staff) in order to communicate actions, request approval, and comply with protocol.
16	Prepare and/or authorize notices to employee organizations regarding impact of local program changes on wages, hours and other terms and conditions of employment.
17	Prepare and/or authorize written responses to requests for information from attorneys, representatives, the courts, and/or administrative agencies.
Analysis/Research	
18	Research allegations made in grievances and/or complaints regarding labor relations matters to facilitate a response and/or address internal resolution.
19	Analyze case law (e.g., arbitration decisions, presidential decisions) in the labor relations field to determine potential exposures and/or other impacts.
20	Interpret and apply regulations and policies in State law to ensure appropriate compliance.
21	Gather data such as labor statistics and cost figures in order to support and establish a position for policies that affect labor.
22	Conduct surveys of departmental operations and practices to ensure compliance with Memorandum of Understanding/labor agreements and departmental practices or policies using various resources.
23	Conduct and/or oversee research on assignments and projects relating to various aspects of labor relations (e.g., grievances, legislative analysis, special projects, public inquiries, union information requests) to obtain and/or provide information, using collective bargaining agreements, policies, procedures, laws, rules, and past practices.
Union Negotiations/Arbitration	
24	Serve as a representative in various settings (e.g., contract negotiations, impact negotiations, unfair labor practice hearings, arbitrations, mediations, State Personnel Board Hearings, grievance conferences, meetings) to protect employer interests and to resolve stressful or sensitive with tact and diplomacy.
25	Assist various stakeholders with inquiries related to the intent and application of laws, rules, policies, procedures, regulations and Memorandum of Understanding/labor agreements to ensure consistency in the application of labor agreement provisions.
26	Meet with employee organizations (e.g., unions and bona fide associations) to discuss and/or resolve labor issues.

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27	Assist department's Legal Division with the development of legally-defensible cases on behalf of the employer in labor relations matters such as unfair labor practices, arbitration, and court hearings.
28	Serve on various task groups/committees involving the union regarding labor relations matters to provide input on the development/changes to policies and procedures and to ensure compliance with various laws, rules, and Memorandum of Understanding/labor agreements.
29	Serve as chief negotiator to resolve outstanding labor relations issues for management, employees, and union representatives.
30	Serve as chief negotiator on policy implementation that impact s terms and conditions of employment that are within scope of bargaining.
31	Interview individuals (e.g., employees, witnesses, other agency staff) in preparation for administrative hearings in various arenas to protect the employer's interests.
32	Investigate and respond to complaints regarding alleged violations of State and/or federal labor laws and regulations.
33	Negotiate settlement agreements on labor related issues that are in compliance with Memorandum of Understanding/labor agreement provisions.
34	Draft proposals during contract negotiations under the Ralph C. Dills Act and impact bargaining.
35	Prepare and/or review administrative actions in order to represent the department at hearings.
36	Monitor local grievance resolutions for statewide impact.
37	Provide management with training on what constitutes and how to prevent unfair labor practices and contract violations.
38	Represent state management under the Ralph C. Dills Act during all phases of the collective bargaining process by preparing for and participating in negotiations, impasse resolution, and contract administration activities for various bargaining units.
39	Represent the department on settlements and at arbitration, Board of Adjustments, or Public Employment Relations Board.

Training	
40	Develop and/or approve training lesson plans for managers, supervisors and confidential employees on all areas of labor relations (e.g., contract administration, grievance handling, arbitration, unfair labor practices, impact bargaining, working with job stewards, basic/advanced supervision) to provide consistency in the application of labor agreement provisions and labor relations policy.
41	Train managers, supervisors and confidential employees on all areas of labor relations (e.g., contract administration, grievance handling, arbitration, unfair labor practices, impact bargaining, working with job stewards, basic/advanced supervision) to provide consistency in the application of labor agreement provisions and labor relations policy.
42	Provide supervisory training that discusses the role of the supervisor in labor relations, new labor relations contracts, and the impact on all supervisors and managers.
43	Attend meetings, seminars, training sessions, and conferences with other state agencies and departmental staff members to exchange ideas, opinions, information, and practices that impact the effectiveness of statewide labor relations.
44	Train staff on grievance investigation methods (e.g., research, analysis) to determine appropriate course of action.
45	Deliver presentations at meetings, seminars, training sessions, and conferences with other state agencies and departmental staff members that provide education and updates on practices that impact the effectiveness of statewide labor relations.
Supervision	
46	Provide guidance to staff in managing workload by regularly reviewing workload reports to ensure proficiency and productivity.
47	Mentor staff through ongoing guidance and direction to promote professional development.
48	Assist staff in carrying out disciplinary activities to ensure compliance with departmental policies and procedures in accordance with bargaining unit agreements and Equal Employment Opportunity provisions.
49	Oversee staff in carrying out personnel activities such as probationary reports, performance evaluations, leave requests, delegated projects, and salary adjustments to enhance their managerial skills and ensure compliance with departmental policy.
50	Evaluate staff to determine success in job performance, identify training needs, and provide guidance towards professional development.
51	Take progressive supervisory actions as needed to ensure staff are meeting job expectations and adhering to policies and procedures.
52	Identify and recognize employee performance in order to maintain/improve morale.