

Competencies Role: HR Specialist

Competency

Competency Description

Characteristics, Behaviors, Attributes, Skills

Labor Relations/Employee Relations

Applying laws, rules, regulations, principles, and practices related to employee conduct, performance and dispute resolution, as well as negotiating and administering labor agreements. Applying HR concepts, principles, and practices regarding retirements, insurances and other employee benefit programs.

- Apply knowledge of laws, rules, regulations, case law, principles, and practices related to employee conduct, performance, appeal and grievance dispute resolution, negotiating, and administering labor agreements, as well as retirements, insurances and other benefit programs and professional services available to employees.
- Use critical thinking and problem solving skills to work through and resolve labor relations/employee relations issues.
- Collect information and evidence from identified sources to support assigned employee relations cases and/or labor relations issues.
- Explain employee standards of conduct and performance to employees.
- Answer basic questions about labor relations/employee relations and grievance rights.
- Participate on interdisciplinary teams dealing with more complex employee relations issues.
- **Understand the other's position, needs and viewpoint.**
- Use appropriate negotiation principles and practices, persuasion, and authority in dealing with others to achieve organizational goals.
- Use win-win techniques to reach solutions that accomplish mutual goals, while serving the mission of the organization.
- Advise on the procedures and requirements for all available avenues for employees to appeal or grieve personnel actions.
- Support the organization's position in such cases through research and testimony, if necessary.

- Advise on the proper response to disciplinary or performance problems.
- Research and interpret case law.
- Assist with developing documentation needed to support adverse actions.
- Process adverse actions.
- Represent the organization in explaining and defending adverse actions.
- Administer employee health insurance programs, life insurance programs, retirement programs, and thrift savings plan.
- Administer programs to provide counseling and other assistance to employees; wellness and quality of work life programs.
- Advise on program services, procedures and requirements.
- Provide informational materials to employees seeking professional counseling, treatment, or rehabilitative services.
- Develop **trust** in relationships with managers and employees.
- **Continually learn** about respective discipline.
- Work with a variety of diverse situations and people.
- **Maintain composure and confidence and perseveres** when faced with changing demands, priorities, challenges, obstacles, and crises.
- Demonstrate **flexibility** to change work plans in accordance with changing business situations.

Labor Relations/Employee Relations

Proficiency Level 1 – Awareness

- Demonstrates familiarity with basic laws, rules, regulations, case law, principles, and practices related to employee conduct, performance, appeal and grievance dispute resolution, negotiating, and administering labor agreements, as well as retirements, insurances and other benefit programs and professional services available to employees
- Administers employee benefit programs
- Provides informational materials to employees seeking benefit programs

Proficiency Level 2 – Basic

- Applies laws, rules, regulations, case law, principles, and practices related to employee conduct, performance, appeal and grievance dispute resolution, negotiating, and administering labor agreements, as well as retirements, insurances and other benefit programs and professional services available to employees
- Collects information and evidence to support employee relations cases or labor relations issues
- Explains standards of conduct to employees
- Answers basic questions about labor/employee relations and grievances
- Advise on benefit program services, procedures, and requirements

Proficiency Level 3 – Intermediate

- Applies critical thinking in resolving employee relations and labor relations issues
- Advises on procedures and requirements for all available avenues for employees to appeal or grieve personnel actions
- Advises on response to basic disciplinary or performance problems
- Assists in developing documentation to support adverse actions
- Develops trust in relationships with managers and employees

Proficiency Level 4 – Advanced

- Participates on interdisciplinary teams to answer more complex employee/labor relations issues and questions
- Uses appropriate negotiation principals, including win-win techniques, to reach solutions and accomplish goals of the organization
- Advises on response to more complex disciplinary or performance problems
- Processes adverse actions

Proficiency Level 5 – Expert

- Supports the organization’s position on employee/labor relations through research and testimony
- Researches and interprets case law
- Represents the organization in explaining and defending adverse actions

The table below displays the proficiency level for the Labor Relations/Employee Relations competency assigned by grade level (grades 5 through 15).

Labor Relations/Employee Relations Competency Proficiency Level							
Pay Band							
[pb 1]		[pb 2]			[pb 3]		
Grade Level							
5	7	9	11	12	13	14	15+
Proficiency Level							
1	1	2	2	3	4	4	5