



Amherst College

Office of Human Resources

JOB DESCRIPTION

Title: Director of Workplace Relations

Department: Human Resources Reports to title: Chief Human Resources Officer

Full Time: X Part Time: _____ Date Prepared: 04/29/19

JG-L: SM-4 Regular Daily Work Schedule: 8:00 to 5:00

Pay Type: Weekly _____ Monthly X Months Per Year: 12 Hours Per Week: 40

(Summer Months) Months Per Year: _____ Hours Per Week: _____

1. Summary of Position:

Under the direction of the Chief Human Resources Officer, the Director of Workplace Relations is a frontline, strategic partner, who acts as a liaison between the Office of Human Resources, employees and leaders at all levels of the institution by focusing on developing and implementing effective workplace relations, performance management and retention strategies that align with the College's strategic plans and goals. This is a high profile position requiring advanced and sophisticated skills in conflict management and resolution, high personal standards in dealing with others, the ability to develop strong trusting relationships, to communicate with tact and diplomacy, and to find creative, win-win solutions. The incumbent takes appropriate actions to support a diverse workforce, and participates in the College's efforts to create a respectful, inclusive, and welcoming work environment.

2. Principal Duties and Responsibilities:

Workplace Relations (60%)

- Design and implement a workplace relations strategy that emphasizes the employee experience, promotes diversity and inclusion, strengthens the workplace culture, and supports retention.
- Serve as a consultant and coach and assist staff and supervisors/chairs in effectively and positively managing interpersonal relations matters.
- Interpret and implements College's policies and procedures, and ensures compliance in all areas of employment law (State and Federal).
- Conduct and/or oversees investigations, documents outcomes and recommends appropriate course of action.
- Work with in-house and/or outsourced legal counsels in implementing necessary actions as a result of

investigations, claims and/or other administrative actions.

- Serve as a consultant and provide training to campus constituents in a variety of subjects to promote and support an engaging and positive workplace culture.
- Act as the Deputy Title IX Coordinator for Staff and Visitors, in coordination with the Title IX Coordinator.
- Partner with the Office of Diversity and Inclusion in the development and implementation of workplace relations initiatives, with emphasis on diversity and inclusion.

Performance Management (20%)

- Manage the probationary review process and related processes and actions.
- Manage the annual performance evaluation process in partnership with the Director of Compensation, Benefits & HRIS, ensuring 100% completion.
- Work with supervisors/chairs in developing performance plans, and guide both staff and supervisors/chairs throughout the process.

Retention Strategy (10%)

- Develop and implement strategies to retain talented staff.
- Develop metrics to assess turnover and retention.
- Partner with the Director of Recruitment & Onboarding and the Director of Organizational Development & Engagement in the coordination of training programs and development opportunities based on workplace trends and needs.

Other Duties (10%)

- Assist in the overall management of the HR Office, providing support and guidance as needed.
- Interact and collaborate with other members of the HR Staff.
- Assist in the development and implementation of other HR initiatives.
- Participate in committees and special projects.
- Perform other duties as assigned.
- All employees are expected to participate in the College's efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:

Regularly communicates with College committees, senior administration, staff and faculty at all levels, legal counsels, vendors and visitors.

4. Education: (include certifications and licenses)

Required:

Bachelor's Degree

Preferred:

Bachelor's or Master's Degree in Human Resources or related field
PHR or SPHR, SHRM-CP or SHRM-SCP Certification

5. Experience: (List specific skills necessary to perform this job)

Required:

- 5 -10 years of direct experience managing workplace relations.
- Strong analytical and problem solving skills, with the ability to think strategically.
- Comfortable managing difficult situations, showing a high level of professional maturity, resiliency and adaptability.
- Proven ability to develop strong, respectful relationships, to inspire confidence and to build trust.
- Proficient in Microsoft Office, particularly Excel, Word and Power Point, employee data management systems, and able to learn new software programs.
- Excellent oral and written communication and interpersonal, customer service, time management, and project management skills.
- Supervisory experience.
- Knowledge and familiarity with federal and state employment law.
- Prior experience working with and contributing to a diverse workplace.

Preferred:

- Experience and understanding of key workplace relations and organizational development concepts and strategies.

6. Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

Office environment. Lifting and carrying up to 10 lbs. Repetitive motion-hands/arms/fingers/wrists.

7. Decision Making:

The Director of Workplace Relations recommends and implements solutions that will support staff and supervisors/chairs at all levels in building strong, productive and respectful relationships, while reducing risk for the College.

8. Supervision Exercised/Received:

The Director of Workplace Relations works with a high degree of independence and minimal supervision. Works with other members of the HR Staff and provides functional supervision and feedback as needed.

Supervisory Responsibility: Yes X No _____

Number of Employees Supervised:

