



## CHIEF LABOR RELATIONS OFFICER

JC: 000084  
PB: 13  
FLSA: Exempt

BU: 95 (NR)  
Created: August 2014  
Revised March 2019

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general direction, manages, directs and oversees the administrative and operational activities of the Labor Relations Department, with specific focus as the chief negotiator of collective bargaining agreements; provides professional assistance to District management on labor relations matters; coordinates assigned activities with other offices and outside agencies; provides complex administrative support to the Assistant General Manager, Administration; and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This classification manages complex labor relation operations and activities including the administration of multiple agreements with unions and other employee organizations on a District-wide basis and is accountable for accomplishing departmental goals and objectives, and for furthering District goals and objectives within general policy guidelines. The incumbent develops and recommends negotiations proposals, oversees the management of the grievance and arbitration process, and provides central management oversight and procedural guidance for disciplinary matters. This classification differs from the Assistant General Manager, Administration in the latter is responsible for providing strategic leadership in the execution of long and short-term plans and the delivery of services for the Office of Administration as they relate to human resources, procurement and labor relations.

### **REPORTS TO**

Assistant General Manager, Administration or his/her designee.

### **EXAMPLES OF DUTIES** – *Duties may include, but are not limited to, the following:*

1. Responsible for full management oversight and responsibility for assigned services and activities of the Labor Relations Department.
2. Manages the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends appropriate service and staffing levels.

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4. Plans, directs, coordinates and reviews the work plan for assigned staff; assigns work activities, projects and programs; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
5. Oversees District strategies and positions for negotiating collective bargaining agreements with labor unions; oversees ongoing administration of the agreements.
6. Oversees the handling of grievances including resolving disputes with the unions where possible; oversees the grievance process through formal arbitration, if necessary; may represent the District in arbitration matters.
7. Trains, advises and counsels management and supervisory personnel on labor relations issues.
8. Monitors developments related to assigned area of responsibility; evaluates impact on District operations; recommends and implements equipment, practice and procedural improvements.
9. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
10. Oversees and participates in the development and administration of the office annual budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.
11. Serves as a liaison for the Labor Relations Department with other departments and outside agencies; negotiates and resolves sensitive and controversial issues.
12. May serve on a variety of boards, commissions and committees; oversee preparation of and/or present staff reports and other necessary correspondence.
13. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to labor relations and/or human resources programs, policies and procedures as appropriate.
14. Attends and participates in professional group meetings; stays abreast of new trends, legislation and innovations in the field of labor relations and human resources.
15. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operational characteristics, services and activities of a comprehensive labor relations program.
- Principles and practices of labor relations and human resources management.
- Methods and techniques of negotiating labor agreements.
- Principles and practices of program development and administration.
- Policies and procedures governing labor relations contracts administration.
- Principles and practices of budget preparation and administration.
- Policies, procedures, rules and regulations governing grievance and arbitration proceedings.

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- Principles of supervision, training and performance evaluation.
- Related Federal, State and local laws, codes and regulations.

### **Skill in:**

- Overseeing and participating in the management of a comprehensive labor relations program.
- Selecting, supervising, training and evaluating staff.
- Participating in the development and administration of division goals, objectives and procedures.
- Preparing and administering program budgets.
- Preparing clear and concise administrative and financial reports.
- Analyzing problems, identifying alternative solutions, project consequences of proposed actions and implementing recommendations in support of goals.
- Researching, analyzing and evaluating new service delivery methods and techniques.
- Working effectively with labor unions.
- Negotiating collective bargaining agreements.
- Maintaining accurate records and files.
- Representing the employer in arbitration proceedings.
- Facilitating diverse groups and resolving labor relations conflicts.
- Training management and supervisory personnel on contract specifics and labor relations issues.
- Interpreting and applying Federal, State and local policies, laws and regulations.
- Communicating clearly and concisely, both orally and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

### **MINIMUM QUALIFICATIONS**

#### **Education:**

A Bachelor's degree in public administration, business administration, human resources management or a closely related field from an accredited college or university. Master's degree is preferred.

#### **Experience:**

Six (6) years of (full time equivalent) verifiable professional labor relations and/or human resources management experience, which must have included at least three (3) years of supervisory and/or administrative experience.

#### **Substitution:**

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A Bachelor's degree is preferred.

### **WORKING CONDITIONS**

#### **Environmental Conditions:**

Office environment; exposure to computer screens.

#### **Physical Conditions:**

May require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

**EEO-1 BART Job Group:** 0500 – Executives/Managers

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**Census Code:** 0136 – Human Resources Managers  
**Safety Sensitive:** No