

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code 1.

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency CIVIL SERVICE COMMISSION
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) HUMAN RESOURCE OPERATIONS
4. Civil Service Position Code Description Human Resources Specialist	10. Division MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES
5. Working Title (What the agency calls the position) LABOR RELATIONS REPRESENTATIVE	11. Section LABOR RELATIONS
6. Name and Position Code Description of Direct Supervisor CONLEY, NATHAN; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor DEROSE, MICHAEL; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 235 S. GRAND AVENUE, LANSING, MI 48933 / MONDAY - FRIDAY, 8 AM TO 5 PM

14. General Summary of Function/Purpose of Position

This position functions as the Michigan Department of Health and Human Services (MDHHS) Labor Relations Specialist in Southeast offices of the state. The specialist is responsible for providing a full range of labor relations activities, including providing guidance and direction to managers, supervisors, and employees to resolve a variety of complex labor relations issues, including handling all aspects of employee grievances/complaints, meeting with employee organizations, and interpreting Collective Bargaining Agreements, Civil Service Rules and Regulations, and MDHHS policy. This position is responsible for independently working through complex grievance administration and resolution between management and employees, including those which are represented by a collective bargaining agreement, or non-represented. This position provides guidance to managers on employee investigations and represents the department throughout each step of the grievance procedures. The position is responsible for conducting highly sensitive investigations on behalf of the department. A high level of discretion is required in handling confidential information and work requiring contractual interpretations.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 50

Staff Specialist for MDHHS responsible for all labor relations activities for the Southeast county offices of the state. Provides a full range of labor relations activities.

Individual tasks related to the duty:

- Responsible for the department-wide interpretation, application and administration of collective bargaining agreements and administering Civil Service rules, policies and MDHHS policies.
- Train supervisors and managers at all levels in the organization on the primary and secondary collective bargaining agreement provisions.
- Interpret contract language and establish departmentwide application of the language.
- Represent the department with authority to advocate and defend the department's position on issues at labor/management meetings. Coordinate the involvement of the departmental management representatives at these meetings to ensure contractually sound responses.
- Negotiate and sign letters of understanding, which are binding under the collective bargaining agreement process.
- Represent the department at meetings with the Office of the State Employer and other agencies, attorneys, and unions. Represent the department with the OSE Benefits Committee. Serve on internal committees to assist in the development of policy and procedures and to advise on the contract implications of the activities under discussion.
- Provide training and education in labor relations, the discipline process, personnel law and contract interpretation to department managers and supervisors.
- Serve as a trainer during Supervisor Development, provide guidance, coordination, implementation of discipline or other corrective action to address performance deficiencies, violations of work rules or time and attendance issues by civilian members.
- Provide daily, on-going consultation, direction and training to supervisors and managers regarding the appropriate strategies and techniques for dealing with problem employees or problematic situations. Develop and propose solutions to problems before they materialize, whenever possible.
- Report section activities to division and administrative staff and provide input and information as requested. Keep Labor Relations Manager abreast of issues, trends, and developments.
- Identify matters in need of attention and resolution.
- Oversight of performance management for assigned areas.
- Attend and facilitate discipline conferences when needed.
- Conduct and review employee investigations for allegations of misconduct or discriminatory harassment.
- Consult with managers/supervisors on complex situations to ensure consistency of corrective action within MDHHS

Duty 2

General Summary:

Percentage: 35

Staff specialist for grievance management and is department advocate representing management at arbitration and Civil Service hearings for the Southeast part of the state

Individual tasks related to the duty:

- Serve as the departments representative in dispute resolution. Responsibilities involves advising/directing managers and supervisors on the parameters of the collective bargaining agreement regarding issues of contract interpretation, discipline, and daily administration.
- Serves as the department's advocate in the grievance process, lawsuits, employee relations policy disputes, unfair labor practices, civil rights disputes, and disputes Involving federal law such as Fair Labor Standards Act, the Americans with Disabilities Act, the Family Medical Leave Act, the Freedom of Information Act, etc. Such cases have the potential of significantly affecting departmental operations, having serious budgetary implications, and/or impacting other state departments
- Prepares and represents departmental cases to a mediator/arbitrator/hearing officer for dispute resolution. The responsibility Includes witness preparation, brief writing legal research and case formulation. It Involves a broad knowledge of rules and regulations, of all federal and state law and statues as well as CMI Service rules and procedures. It involves oral argument before an adjudicating officer as well as expert witness testimony in the areas outlined.
- Represent the department at mediation conferences and hearings if mediation has not been successful. Responsible for Investigating, providing assistance and responding to the OSE on such matters. Develop the necessary structure to eliminate or minimize the development of unfair labor practices.
- Develop and maintain department arbitration training material for labor relations reps to use as guides.

Duty 3

General Summary:

Percentage: 10

Litigation staff specialist and settlement implementation

Individual tasks related to the duty:

- Subject matter expert, providing guidance to HR staff and leadership in all aspects of the litigation process
- Navigating standard and complex litigation issues to assist the Attorney General's office with their case in the Department's defense.

- Independently collect, research, evaluate and coordinate evidence to support the department's defense against allegations and coordinate with the AG's office in order to ensure effective representation of the department in the litigation process.
- Coordinate, review and analyze initial statements, affidavits, and all other relevant documents received from all parties. Research provided information for accuracy and identify the appropriate supporting documents associated to the facts presented in the allegations.
- Interview parties involved in the litigation to gain full details relating to the allegations presented.
- Provide analysis and interpretation of various reports, personnel files, policies/procedures, Civil Service Rules and Regulations, Work Rules, and Collective Bargaining Agreements (CBAs) to Labor Relations Manager, Human Resources (HR) Director and DOAG relevant to the assigned litigation, while also ensuring that effective documentation is presented to defend the Department against allegations.
- Inform the Labor Relations Manager and HR Director of potential liability due to violation of policy or information obtained during the discovery process. This involves in-depth and continued understanding and knowledge of all aspects of departmental policies, work rules, CBAs, Civil Service Rules and Regulations, and other applicable information in order to fully evaluate information, predict potential liability, and ensure no violation would occur.
- Track and maintain the calendar as well as all case notes from each lawsuit.
- Develop and provide ongoing training on the litigation process to other Labor Relations Representatives within the MDHHS HR Office.
- Review all settlements and independently implement sections of the agreement, including sanctions, agreement not to contest unemployment benefits, payments, withdrawing of a grievance, etc., all of which must be implemented correctly in order to protect the department against potential unfair labor practice charges.
- Evaluate agreements and determine any impact from external sources, e.g., Unemployment Insurance Agency, Social Security Administration, as it relates to payouts or other financial agreements.
- Provide direction on implementation to designated transactions staff on the processing of their part of actions not independently handled by the litigation specialist. Reviews transactions staff calculations for accuracy and completeness.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Review unemployment claims and, when necessary, represents the department in hearings regarding eligibility determinations for unemployment benefits.
- Prepares department responses to proposed changes in Civil Service rules and policies.
- Prepares statistical analysis of grievances, employee organization membership and other reports concerning employee relations.
- Compose letters to be sent under the Director's signature in response to employee or citizen complaints or inquiries.
- Investigates issues and problems that do not fall into other specific categories listed in this position description.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Incumbent makes independent decisions when counseling management and employees on grievances and other employee complaints. The decisions made would affect the working relationships between staff and supervisors. The following people and entities are affected by these decisions; individual grievant, union representatives, managers, entire bargaining units, individual work units, local offices, institutions, and residential care centers. Daily decisions are made independently in accordance with Civil Service Rules and Regulations, collective bargaining agreements, and agency policies and procedures, and resolution of disciplinary concerns and grievance actions no resulting in dismissal are independently conducted.

17. Describe the types of decisions that require the supervisor's review.

It would be necessary for the incumbent to consult supervision when there are no previous precedents or when a situation/issue is politically sensitive.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Normal office environment, sitting, standing, walking. Use of phone, computer, and other office equipment. Requires some travel.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

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|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | Provide guidance on work methods. |
| N | Orally reprimand. | N | Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential functions of this position?

This position functions as the Michigan Department of Health and Human Services (MDHHS) Labor Relations Specialist in North and West county offices of the state. The specialist is responsible for providing a full range of labor relations activities, including providing guidance and direction to managers, supervisors, and employees to resolve a variety of complex labor relations issues, including handling all aspects of employee grievances/complaints, meeting with employee organizations, and interpreting Collective Bargaining Agreements, Civil Service Rules and Regulations, and MDHHS policy. This position is responsible for independently working through complex grievance administration and resolution between management and employees, including those which are represented by a collective bargaining agreement, or non-represented. This position provides guidance to managers on employee investigations and represents the department throughout each step of the grievance procedures. The position is responsible for conducting highly sensitive investigations on behalf of the department. A high level of discretion is required in handling confidential information and work requiring contractual interpretations.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

25. What is the function of the work area and how does this position fit into that function?

One of the primary functions of the Office of Labor Relations is to administer the various collective bargaining agreements and applicable Civil Service rules. This position serves as a management advocate to interpret the collective bargaining agreements and Civil Service Rules and Regulations and departmental policy and procedures for a specified geographic area of the department. This position also serves as the training expert statewide on a variety of complex labor relations topics.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Human Resources Specialist 13 - 15

Four years of professional experience equivalent to a Human Resources Analyst, including two years equivalent to a Human Resources Analyst P11 or one year equivalent to a Human Resources Analyst 12.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the operational and technical problems involved in the administration of a specialized program. Knowledge of the assigned program specialty. Administrative Assistant and Specialist: Knowledge of methods of planning, developing and administering programs. Knowledge of state and federal laws and legislative processes related to the work. Knowledge of reporting methods and techniques. Ability to plan, direct, and coordinate program and administrative activities of a complex, interrelated, and interdependent nature where unknowns and numerous contingency factors are involved. Ability to formulate policies and procedures relevant to program areas based on information of a conceptual nature from varied and complex sources. Ability to plan, coordinate, and expedite work projects. Ability to interpret complex rules and regulations. Ability to communicate with others verbally and in writing.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

I certify that the entries on these pages are accurate and complete.

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date