



## Title: Employee Relations & Performance Manager

**Department:** People & Property Services

**Business Unit:** People Services

**Reports to:** Director, People Services

**Pay grade:** 5

**Last updated:** 01/2026

## Position Summary

This position serves as a strategic human resources partner responsible for advancing a consistent, fair, and high-performing workforce through leadership of performance management, employee and labor relations, and support of compensation administration. The role works closely with leadership, managers, and employees to strengthen accountability and ensure people practices align with organizational goals, policies, collective bargaining agreements, and applicable employment laws.

The position provides both advisory and hands-on support across the employee lifecycle, guiding leaders through performance expectations, corrective action, investigations, and workforce decisions. The role supports employment law compliance through policy and employee handbook review, interpretation, and implementation, and provides guidance on compensation-related processes consistent with established procedures. The position also advises on labor contract interpretation and manages disciplinary matters and investigations. The role balances compliance, sound judgment, and empathy to support a respectful, legally sound, and results-driven workplace culture.

## Position Progression

Title	Pay Grade	FLSA
Employee Relations & Performance Manager	5	Exempt

## Principal Duties and Responsibilities

These duties and responsibilities are judged to be "essential functions" in terms of the Americans with Disabilities Act or ADA. The below statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such a person.

Title	Principal Duties and Responsibilities
Employee Relations & Performance Manager	<ul style="list-style-type: none"><li>Manages performance management program(s) for both state and corporate staff; evaluates program effectiveness, develops enhancements to performance management program and advises managers and leadership on strategies to correct performance problems.</li><li>Serves as a primary resource for employee relations matters, including conducting investigations, managing disciplinary processes, resolving workplace issues, and providing guidance on corrective action in</li></ul>



<b>Title</b>	<b>Principal Duties and Responsibilities</b>
	<p>accordance with policy, collective bargaining agreements, and applicable laws.</p> <ul style="list-style-type: none"><li>• Serves as a trusted advisor and coach to leaders on performance expectations, coaching strategies, documentation standards, and performance improvement plans.</li><li>• Investigate employee complaints, including discriminatory harassment complaints; conduct fact-finding, and recommend actions for disputes, misconduct, or policy violations; ensures recommended actions are focused on organizational defensibility.</li><li>• Partners with HR leadership to direct and execute employee discipline and discharge activities; collaborates with internal and external counsel to ensure compliance with legal, policy, and regulatory requirements.</li><li>• Serve as agency labor relations specialist responsible for labor relations activities including, but not limited to, the interpretation and application of collective bargaining agreements; representing MEDC at labor management meetings, serves as lead negotiator for MEDC secondary bargaining agreements.</li><li>• Represents the MEDC's interest in grievances, arbitrations, unfair labor practice charges, and civil rights hearings.</li><li>• Drafts, reviews, and updates HR policies, procedures, and employee handbook content to ensure clarity, consistency, and legal compliance; recommends revisions in response to regulatory changes or organizational needs.</li><li>• Serve as MEDC's Drug &amp; Alcohol Testing Coordinator (DATC), ensuring all policies and procedures are followed; responsible for reasonable suspicion and follow up testing.</li><li>• Monitors and coordinates unemployment insurance activities, including tracking claims, responding to agency requests, preparing required documentation, and partnering with internal stakeholders to ensure timely, accurate, and compliant claim management.</li><li>• Supports compensation administration activities by providing guidance on pay placement and performance-related pay decisions in alignment with established compensation philosophy and policies.</li><li>• Partners with Learning &amp; Organizational Development team to support talent development initiatives, including providing back-up support for talent planning; Collaborates with all People Services functional areas to ensure performance outcomes inform development plans, succession planning, and pay-related decisions.</li><li>• Maintains accurate and thorough documentation related to employee relations and performance matters; identifies trends or risks and</li></ul>



Title	Principal Duties and Responsibilities
	<p>provides recommendations to HR leadership to improve practices and reduce organizational exposure.</p> <ul style="list-style-type: none"><li>• Handles sensitive and confidential employee information with a high degree of discretion and professionalism, ensuring HR systems and records remain accurate and compliant with applicable laws and requirements.</li><li>• Serves as an expert in and keeps abreast of a wide variety of complex Human Resource laws, Civil Service Rules/Regulations, policies and procedures, and best practices with regard to organizational policy administration.</li><li>• Performs other related duties as assigned.</li></ul>



## **Supervisory Responsibilities:**

No supervisory responsibilities.

## **Physical Demands:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee frequently remains in a stationary position and operates or handles computers and office equipment, including copy machines and cell phones. The individual occasionally moves within the office to access files, retrieve supplies, and position related materials. The employee must be able to communicate information and ideas effectively to ensure understanding and facilitate the exchange of accurate information. The ability to perceive, process, and interpret information in various formats is required to perform essential job functions.

## **Work Environment:**

This job operates in a professional office environment with moderate noise and activity. Partial in-office work is required.

## **Employment Qualifications**

*The qualifications listed below are guidelines for selection purposes; alternative qualifications may be substituted if sufficient to perform the duties of the job.*

### **Education:**

This position requires a bachelor's degree from a four-year college or university in Business, Administration, Human Resources, Organizational Development, or related field; or an equivalent combination of education and experience.

### **Experience:**

<b>Title</b>	<b>Experience</b>
Employee Relations & Performance Manager	5 years of related experience.  Progressive experience in human resources with a strong focus on performance management and manager coaching. Demonstrated experience developing or revising performance management processes or frameworks. Strong knowledge of employment law considerations related to performance, discipline, and documentation.  Experience in a public sector, quasi-public, or highly regulated environment is preferred.

## **Certificates, Licenses, or Registrations:**

None required. Certification in SHRM-CP, SHRM-SCP, PHR, or SPHR is preferred.



### **Other Knowledge, Skills, and Abilities:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Knowledge of HR policies, procedures, and best practices related to employee performance, accountability, and employee development.
2. Knowledge of performance management principles, including goal setting, continuous feedback, performance evaluation, and performance improvement planning.
3. Knowledge of employee relations practices, including investigations, corrective action, conflict resolution, and documentation standards
4. Skilled in applying strong attention to detail to human resource activities, including investigations, performance documentation, corrective action, and recordkeeping, ensuring accuracy, consistency, and compliance with organizational policy and applicable employment laws.
5. Ability to influence leaders and managers without direct authority to drive adoption of performance expectations and processes.
6. Ability to apply HR policies and practices consistently, fairly, and in alignment with organizational values and compliance requirements.
7. Strong ability to manage sensitive and confidential matters with discretion, and exercise independent judgement in complex or high-risk situations.
8. Ability to maintain integrity and respond to all customers fairly, effectively and in a timely fashion.
9. Skilled in preparing clear, thorough, and legally sound documentation related to performance, employee relations, and HR decisions.
10. Demonstrated ability to be open, objective, and seek to understand issues from multiple perspectives.
11. Strong organizational skills.
12. Ability to effectively present information and respond to questions from leadership, managers, and individuals.
13. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
14. Ability to motivate and collaborate with diverse individuals and groups.
15. Ability to effectively use common business computer software such as word processing, spreadsheet, and presentation software.