

Title: <b>Employee Relations Coordinator</b>	Effective Date: March 8, 2017	Grade: XIV	Job Category: Professional
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**CHARACTERISTICS OF WORK**

Under supervision of the Personnel Officer, this position is responsible for creating and promoting internal employee communications, and fostering positive employee relations.

**EXAMPLES OF WORK**

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas State Highway and Transportation Department is an “at will” employer.

- Plan, implement, and deliver professional and creative internal employee communications through a variety of methods, including electronic messaging, written correspondence, presentations, and other methods as appropriate.
- Assist in resolving difficulties and conflicts between supervisors and employees including performance issues and other employee concerns.
- Facilitate, coordinate, and moderate internal grievance panels and assist grievance panel members with preparing reports of findings and recommendations.
- Represent the Department in unemployment appeal hearings.
- Assist with coordinating investigations into allegations of misconduct.
- Assist in writing, editing and publishing newsletters and announcements to a diverse audience.
- Coordinate programs and events to foster employee engagement.
- Assist in creating and updating Human Resources Intranet site content.
- Proactively seek feedback from Department employees to help drive communications preferences.
- Plan, coordinate, and conduct employee orientation meetings.
- Assist managers and employees with Human Resources systems such as Kronos Workforce Central, Hiring Management Console/Talent Acquisition System, ACE, and other Department software applications as needed.
- Administer internal surveys and prepare reports on the results.

**MINIMUM REQUIREMENTS**

The educational equivalent to a bachelor’s degree from an accredited college or university in human resources management, organizational management, or related field, OR the educational equivalent to a high school diploma plus a minimum of four years’ experience as a human resources professional. Advanced knowledge of employment law and human resources management principles and practices. Strong organizational and leadership skills. High degree of self-motivation, initiative, attention to detail, and creativity. Exceptional written and verbal communication skills. Ability to interpret and apply Department policies and procedures. Strong computer skills, including working knowledge of Microsoft Office applications and ability to adapt to new technology. Ability to maintain strong cooperative working relationships. Ability to multi-task and balance multiple priorities effectively in a fast-paced environment.

*(“Accredited” means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)*

**A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.**

