

## UW HEALTH JOB DESCRIPTION

### MANAGER, EMPLOYEE RELATIONS

Job Code: 350008	FLSA Status: Exempt	Mgt. Approval: C. Wiens	Date: October 2023
Department: HR – Employee Relations	HR Approval: S. Whitlock	Date: October 2023	

### JOB SUMMARY

The Manager, Employee Relations (ER) is responsible for managing and overseeing of the day-to-day operations of the ER team at UW Health - WI. The work of the ER team consists of being the first point of contact for leaders and staff, to assist with performance management concerns, workplace conflict resolution, workplace investigations, assisting with the recommendation and solutions to complex workplace situations, writing investigation reports, creating case summaries and recording all pertinent documentation in recorded in the case management system.

The ER team is responsible for ensuring all concerns and issues raised by staff are responded to with diligence and care, and that the employees feel heard. The Manager ER is continuously monitoring, developing and providing direction to the ER team, to ensure department goals and objectives are met, while building future roadmaps for employee relations related priorities. Will serve as a key contributor in the development, design and maintenance of comprehensive Human Resources policies and strategies that will ensure the organization can function safely, fairly, and equitably for all employees while remaining consistent with the mission, vision, values of UW Health.

### MAJOR RESPONSIBILITIES

- Cultivates a culture of mutual trust and respect within the team. Instills confidence and team engagement.
- Serves as a collaborative partner and subject matter expert for all items related to employee relations.
- Creates cohesive relationships inside and outside the organization. Elevates working relationships within the Human Resources dept and with customers by frequently communicating and soliciting feedback and measuring customer satisfaction.
- Creates materials/presentations and serves as an employee relations subject matter expert to peers and senior leaders as needed. Prepares reports, memorandum and correspondence pertaining to employee relations matters.
- Provides guidance to ERCs as they coach leaders and employees on preventing or resolving employee relations issues in a fair and consistent manner.
- Partners with both senior leadership stakeholders and HR teams to develop and implement employee relations best practices and programs.
- Identifies and analyze employee feedback across all organization on a regular basis and revise programs and policies to generate more positive outcomes.
- Participates in and/or lead projects focused on continuous improvement.
- Ensures all employee relations documentation is accurately maintained case management system.
- Provides guidance and support to team related to ER processes, case management, metrics and reporting, as well as exit interview process and metrics.
- Develops and recommend HR policies and procedures concerning employee relations and personnel practice.
- Maintains up to date knowledge of employee and labor relations trends, legal decisions, and statutory changes; conducts research necessary to support contract negotiations, if necessary, and employee relations.
- Administers and manages administration of labor contracts; provides interpretation of labor contracts to managers, employees and HR staff; oversees processes for review and resolution of employee grievances, if applicable.
- Provides information, advice and assistance to other HR teams, leaders and staff regarding application of statutes, regulations, contracts and employee relations practices relating to their functional areas.
- Identifies trends in employee and/or labor relations cases and cascade those trends and recommendations for improvements.
- Provides leadership and foster partnership, cross-training, teamwork, engagement, and talent development.
- Ensures staff remain current on all administrative and departmental policies and protocols.
- Engages in other projects and initiatives as directed.

### JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Business, Human Resource Management, or other related field
	Preferred	Master's Degree in Business, Human Resource Management, or other related field
Work Experience	Minimum	Five (5) years of progressively responsible human resources experience or two (2) years of demonstrable experience in leading programs and/or medium to large scale projects. Relevant experience supporting employee and/or labor relations program.

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	Preferred	<ul style="list-style-type: none"> <li>• Experience working in a health care organization</li> <li>• Two (2) years of experience in a leadership role</li> <li>• Prior experience working as Employee and/or Labor Relations Consultant</li> </ul>
Licenses & Certifications	Minimum	
	Preferred	PHR, SPHR, GPHR, SHRM-CP, SHRM-SCP
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Demonstrated leadership skills and abilities which include experience successfully managing and mentoring staff.</li> <li>• Extensive understanding of state and federal employment laws and regulations.</li> <li>• Demonstrated project management skills and experience, which includes the proven ability to develop proposals and successfully implement programs and manage several complex projects at the same time, while simultaneously while working under pressure to meet deadlines.</li> <li>• Experience participating in contract administration, grievance processing, performance management and disciplinary activities, as well as facilitating on-going communication and working relationships with employee representative organizations.</li> <li>• Reconcile employee and labor relations issues in the context of both existing labor agreements and desired future states of labor and employee relations.</li> <li>• Experience with improving processes, managing change, and/or applying systems thinking to work.</li> <li>• Demonstrated ability to apply diversity, equity, and inclusion practices to ER policies and processes.</li> <li>• Excellent written and verbal communication skills and the ability to communicate effectively with all levels of employees,</li> <li>• Excellent problem-solving, negotiation, influencing and analytical skills.</li> <li>• Proficiency in Microsoft Office Suite, reporting tools and human capital management systems.</li> <li>• Ability to create win/win solutions and relationships.</li> <li>• Ability to remain tactful, calm, and persuasive in controversial and/or confrontational situations.</li> </ul>

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>X</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.