Docusign Envelope ID: BA584C74-325F-8720-80B2-81B3234F7C60

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: DIRECTOR – LABOR RELATIONS

BASIC FUNCTION:

Under the direction of the Associate Superintendent – Personnel Services, plans, organizes, directs, and evaluates the labor relations and employee relations programs for the Santa Clara County Office of Education (SCCOE). Provides assistance, analysis, and expert advice to SCCOE leadership in the specialized fields of public sector labor relations, employer-employee relations, labor negotiations, and labor law; supports and participates in collective bargaining activities as assigned and oversees grievance administration, workplace investigations, disciplinary processes, labor agreement administration, conflict resolution, and related employment matters, including collaboration and support on disability accommodation and interactive process issues; develops policies, procedures, training, and preventive practices that promote positive labor-management relationships and organizational effectiveness; and supervises professional, technical, and administrative staff assigned to labor and employee relations functions.

REPRESENTATIVE DUTIES:
The following duties are examples of assignments performed by incumbents in this classification. It is not a comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:
Develops and maintains collaborative labor-management relationships; consults with SCCOE leadership regarding the interpretation and administration of collective bargaining agreements and labor-relations strategies; facilitates labor-management meetings and the resolution of labor-related issues;

Leads and coordinates collective bargaining activities with employee organizations; develops bargaining proposals, conducts negotiations, advises SCCOE leadership regarding negotiation strategies and objectives, and oversees the implementation and administration of negotiated agreements;

Directs and oversees the employee relations and performance management programs; develops standards, procedures, and training programs for supervisors and administrators regarding performance management, corrective action, progressive discipline, and employee relations matters; monitors implementation and effectiveness;

Participates in, coordinates, and conducts disability accommodation and interactive process activities; provides guidance regarding employment-related implications, collaborates with appropriate parties, and assists in ensuring compliance with applicable federal and state laws;

Evaluates the effectiveness of labor and employee relations programs through the analysis of trends, outcomes, data, and organizational needs; develops recommendations for continuous improvement;

Ensures the timely response to administrative complaints, charges, investigations, and employment-related proceedings before federal, state, and local regulatory agencies, including the Equal Employment Opportunity Commission (EEOC), California Civil Rights Department (CRD), Department of Labor (DOL), Public Employment Relations Board (PERB), and other oversight agencies; collaborates with

Docusign Envelope ID: BA584C74-325F-8720-80B2-81B3234F7C60

legal counsel and SCCOE leadership to develop response strategies, ensure compliance, and mitigate organizational risk;

Represents the organization in administrative proceedings, appeals, mediations, arbitrations, and related employment matters; provides strategic guidance and oversight regarding litigation support, settlement options, and case management;

Monitors developments in labor relations law, employment law, administrative decisions, and regulatory requirements; evaluates organizational impact and develops recommendations to ensure compliance, mitigate risk, and support organizational effectiveness;

Directs and oversees workplace investigations involving employee misconduct, discrimination, harassment, retaliation, and other employment-related concerns; establishes investigative protocols and ensures consistency, quality, and legal compliance;

Leads the development, implementation, and evaluation of labor relations and employee relations policies, administrative regulations, procedures, and best practices to ensure compliance with applicable laws and organizational objectives;

Oversees employment-related settlement discussions and resolution efforts; develops recommendations and provides strategic consultation to executive leadership regarding risk mitigation and dispute resolution;

Oversees the development, implementation, and administration of employment-related agreements, side letters, memoranda of understanding, and related documents; participates in negotiations and collective bargaining activities as assigned; ensures alignment with SCCOE policy, operational needs, and legal requirements;

Oversees the administration of employee grievances, including contract interpretation, procedural compliance, investigation, response preparation, and resolution; provides consultation and guidance regarding grievance matters and labor agreement application;

Develops and implements a comprehensive labor and employee relations training program for administrators, supervisors, and management staff; identifies organizational trends and implements preventive strategies;
Establishes and oversees conflict resolution and alternative dispute resolution programs designed to proactively address workplace issues and support positive labor-management relationships;

Attends and conducts a variety of meetings as assigned; represents the department at a variety of meetings, conferences, hearings, presentations, and workshops; serves as the liaison for the Office for the array of services and functions assigned to the department;

Supervises and evaluates the performance of assigned staff; establishes and enforces work standards and performance expectations for staff; coordinates, trains, provides work direction, and guidance to staff, including delegating, distributing, prioritizing, and reviewing work; counsels and evaluates assigned staff;

Performs other duties as assigned.

Docusign Envelope ID: BA584C74-325F-8720-80B2-81B3234F7C60

KNOWLEDGE, ABILITIES, AND COMPETENCIES:

KNOWLEDGE OF:
Principles, practices, and trends of public-sector labor relations and employee relations;
Legal principles, concepts, procedures, research methods, and the use of legal reference sources and materials;
Office policies, procedures, and negotiated contracts;
The California Education Code, California Government Code, California Administrative Code, California Fair Employment and Housing Act, Title VII of the Civil Rights Act, Age Discrimination in Employment Act, Americans with Disabilities Act, California Family Rights Act and other applicable policies, procedures, and state and federal laws;
Principles, practices, and strategies of collective bargaining and labor negotiations;
Grievance administration, mediation, arbitration, and dispute-resolution processes;
Administrative proceedings, complaint response processes, litigation support, and employment-related risk management;
Workplace investigation principles, methods, and documentation requirements.;
Progressive discipline, corrective action, performance management, and due process requirements.;
California merit system principles and personnel practices;
Conflict resolution and alternative dispute resolution techniques;
Organizational development, change management, and employee engagement principles;
Principles and practices of policy development, program administration, and continuous improvement;
Research methods, data analysis, and report preparation;
Principles of leadership, supervision, training, coaching, and performance evaluation;
Effective oral and written communication techniques;
Interpersonal skills using tact, patience and courtesy;
Operation of a computer and assigned software.

ABILITY TO:
Plan, organize, direct, evaluate, and continuously improve labor relations and employee relations programs.;
Plan, organize, coordinate, and participate in collective bargaining activities and, when assigned, represent SCCOE in negotiations with employee organizations;
Analyze complex labor relations, employee relations, and employment law issues and develop effective, legally compliant solutions;
Interpret and apply collective bargaining agreements, laws, regulations, policies, procedures, and administrative guidelines;
Administer grievance processes, conduct contract interpretation, and facilitate the resolution of labor-management disputes;
Conduct and oversee sensitive workplace investigations and prepare clear, thorough, and defensible findings and recommendations;
Facilitate discussions and collaborate with stakeholders to evaluate and address disability accommodation requests and interactive process matters;
Advise and consult with administrators, managers, and other stakeholders on labor relations, employee relations, performance management, disciplinary matters, and organizational issues;
Represent the organization effectively in administrative proceedings, mediations, arbitrations, appeals, and other employment-related matters;
Develop, recommend, and implement policies, procedures, training programs, and preventive practices that support organizational effectiveness and legal compliance.;

Docusign Envelope ID: BA584C74-325F-8720-80B2-81B3234F7C60

Establish and maintain cooperative and effective working relationships with others;
Facilitate conflict resolution and employ alternative dispute resolution techniques to address workplace concerns;
Lead, supervise, train, mentor, and evaluate assigned staff;
Collect, analyze, and interpret data and prepare recommendations to support organizational decision-making;
Maintain confidentiality and handle sensitive information with professionalism and discretion;
Communicate effectively both orally and in writing;
Operate a computer, assigned office equipment, and software applications related to assigned duties.

LEADERSHIP TEAM COMPETENCIES:
Develops and fosters effective individuals and teams;
Operationalizes the organizational vision, mission, goals, shared values, and guiding principles;
Demonstrates emotional intelligence;
Models inclusive, effective, and authentic communication;
Applies understanding of how identities and experiences influence access and opportunity to inform practices and decisions;
Builds and sustains positive, trusting relationships;
Conducts SCCOE operations with the highest moral, legal, and ethical principles.

EDUCATION AND EXPERIENCE:
Any combination equivalent to:
Masters's degree from an accredited college or university in human resources management, labor relations, industrial relations, business administration, public administration, education, psychology, law, or a closely related field and
Five (5) years of increasingly responsible experience in public-sector labor relations, including collective bargaining, contract administration, grievance administration, workplace investigations, employee discipline, dispute resolution, labor-management relations, and the development or implementation of labor-relations programs, strategies, or initiatives.
A Juris Doctorate degree may substitute for two years of experience.

LICENSES AND OTHER REQUIREMENTS:
Valid California Administrative Services Credential Valid California
Teaching Credential or California Pupil Services Credential
Ability to travel to various work locations as required in the performance of assigned duties
Juris Doctor is highly desirable

WORKING CONDITIONS:

ENVIRONMENT:
Office environment;
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard;
Seeing to read a variety of materials;
Sitting for extended periods of time;
Hearing and speaking to exchange information.

Docusign Envelope ID: BA584C74-325F-8720-80B2-81B3234F7C60

HAZARDS:
Contact with dissatisfied or abusive individuals;
Slipping, tripping, falling;
Ergonomic injuries, repetitive motion injuries, eye, strain;
Indoor air pollution

Disaster Service Worker
It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. *Ca. Gov. Code § 3100*

Signed by:
DBF949FF8CD4401...
11/6/2026 | 9:46 AM PST

Approved: Kanika D. White, Ed.D. Date
Associate Superintendent-Personnel Services

Signed by:
AEFF8EA0C5E741B...
11/10/2026 | 1:16 PM PST

Authorized: Dr. David M. Toston, Sr. Date
County Superintendent of Schools