SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: LABOR RELATIONS ANALYST

BASIC FUNCTION:

Under assigned supervision, performs professional research, analytical, and technical work in support of labor relations and employee relations functions, including workplace investigations, labor agreement administration, disciplinary and performance management matters, complaint response activities, and interactive accommodation processes; gathers and evaluates information, develops and prepares reports and recommendations, maintains confidential records and databases, provides technical assistance regarding labor relations matters, assists with administrative proceedings and regulatory agency responses, and supports training and communication activities to promote compliance with applicable laws, regulations, policies, procedures, and negotiated agreements.

DISTINGUISHING CHARACTERISTICS:

The Labor Relations Analyst is a professional-level classification that performs specialized research, analytical, and technical work in support of labor relations and employee relations functions. Assignments require the application of applicable laws, regulations, policies, procedures, and negotiated agreements, as well as the exercise of judgment, discretion, and analytical skills in gathering, evaluating, and presenting information related to labor and employee relations matters.

This classification is distinguished from the Manager - Labor Relations in that the Manager is responsible for the administration and coordination of labor relations and employee relations programs and activities, supervision of assigned staff, and resolution of more complex and sensitive matters. The Labor Relations Analyst performs professional research, analytical, and technical work in support of labor relations and employee relations functions.

This position is designated as confidential pursuant to Government Code section 3540.1(c). Incumbents may regularly access, develop, and/or be entrusted with information relating to labor relations, including collective bargaining strategies, negotiations, grievances, and other employer-employee relations matters, the disclosure of which would compromise the Office's position in labor negotiations.

REPRESENTATIVE DUTIES:

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

ESSENTIAL DUTIES:

- Conducts research and analysis related to labor relations, employee relations, collective bargaining, disciplinary actions, performance management, workplace investigations, and other employment-related matters.
- Conducts and/or assists with workplace investigations and interactive process activities; gathers and analyzes information, prepares and reviews investigative reports and related documentation, and assists in the development of findings and recommendations.

- Provides information and technical assistance regarding labor relations and employee relations matters; responds to inquiries and refers complex or sensitive issues to higher-level staff as appropriate.
- Gathers, reviews, organizes, and analyzes information and documentation related to workplace investigations, disciplinary matters, grievance administration, labor negotiations, complaint response activities, and other employment-related matters.
- Assists with the preparation and coordination of responses to administrative complaints, charges, investigations, inquiries, hearings, mediations, arbitrations, and other proceedings before federal, state, and local agencies; gathers and analyzes information, prepares supporting documentation, and assists with case management activities.
- Prepares, reviews, and edits reports, correspondence, memoranda, summaries, presentations, training materials, and other written communications related to assigned function.
- Maintains and updates confidential records, databases, tracking systems, calendars, and other information systems related to labor relations, employee relations, investigations, grievances, disciplinary actions, negotiated agreements, and administrative proceedings.
- Assists in the development, coordination, and delivery of training, presentations, workshops, and informational materials related to labor relations, employee relations, and other assigned areas.
- Assists in the preparation, compilation, and dissemination of information and materials for print, electronic, and online publication.
- Attends and participates in meetings, conferences, hearings, presentations, trainings, and workshops related to assigned areas of responsibility; provides information, gathers and communicates information, and assists with follow-up activities as assigned.

OTHER DUTIES:

- Performs other duties as assigned.

KNOWLEDGE, ABILITIES AND COMPETENCIES:

KNOWLEDGE OF:

- Principles, practices, and terminology of labor relations and employee relations.
- Collective bargaining principles and labor agreement administration.
- Federal, state, and local laws, regulations, policies, and requirements affecting labor relations, employee relations, workplace investigations, disciplinary processes, workplace accommodations, and collective bargaining.
- Workplace investigation principles, interviewing techniques, evidence gathering methods, and documentation practices.
- Basic legal terminology, principles, concepts, procedures, and research methods applicable to labor relations, employee relations, employment law, workplace investigations, and administrative proceedings.
- Research methods and sources used to locate, analyze, and evaluate employment law, labor relations, regulatory, and administrative information.
- Grievance administration, dispute resolution, and complaint response processes.

- Interactive process requirements and workplace accommodation principles.
- Records management, document organization, and case file maintenance practices.
- Principles and methods of preparing training materials, presentations, reports, and informational publications.
- Effective oral and written communication techniques.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.

ABILITY TO:

- Research, analyze, interpret, and summarize information from a variety of sources and develop sound conclusions and recommendations.
- Interpret and apply applicable laws, regulations, policies, procedures, and negotiated agreements.
- Gather, organize, evaluate, and maintain accurate information, records, and documentation.
- Analyze facts, identify issues, and support the resolution of labor relations and employee relations matters.
- Conduct interviews and obtain relevant information from individuals.
- Prepare clear, concise, accurate and well-organized reports, correspondence, summaries, presentation, and other written materials.
- Provide information and technical assistance regarding labor relations and employee relations processes, procedures, and requirements.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain confidentiality and exercise tact, discretion, sound judgement, and professionalism in sensitive situations.
- Organize and maintain databases, records, case files, and tracking systems.
- Work independently and collaboratively in a team environment.
- 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:

- A bachelor's degree in human resources, labor relations, industrial relations, public administration, business administration, political science, legal studies, paralegal studies, or a related field and
- Three (3) years' experience in labor relations, employee relations, workplace investigations,

human resources, employment law, administrative proceedings, or a closely related field involving research, fact-finding, analysis, and report preparation.
- A Juris Doctorate degree may substitute for two years of experience.

LICENSES AND OTHER REQUIREMENTS:

- Ability to travel to various work locations as required in the performance of assigned duties.
- Paralegal certification is highly desirable.

WORKING CONDITIONS:

ENVIRONMENT:
- Office environment.

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.

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*

Approved by Personnel Commission: November 18, 2026



Marisa Perry Date: 11/18/26
Director III – HR / Classified Personnel Services