SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: LABOR RELATIONS SUPPORT SPECIALIST

BASIC FUNCTION:

Under assigned supervision, performs complex and specialized administrative support duties related to labor relations and employee relations activities; coordinates and maintains records, case files, databases, schedules, and documentation associated with workplace investigations, grievance administration, disciplinary matters, administrative proceedings, regulatory agency responses, and related employment activities; monitors timelines and procedural requirements, conducts research, compiles information and supporting documentation, prepares correspondence and reports, and provides administrative support to assigned staff.

DISTINGUISHING CHARACTERISTICS:

The Labor Relations Support Specialist is a specialized administrative support classification assigned to labor relations and employee relations functions. Incumbents perform confidential administrative support work requiring knowledge of employment-related processes, documentation requirements, records management practices, procedural timelines, and applicable policies and procedures. Assignments involve the coordination and maintenance of records, cases, schedules, and documentation related to labor-relations and employee-relations activities.

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:

- Maintains confidential labor relations and employee relations records, files, documentation, correspondence, and related materials in accordance with established procedures and records retention requirements.
- Establishes, maintains, and updates databases, tracking systems, logs, calendars, and other records related to workplace investigations, grievances, disciplinary matters, labor negotiations, administrative proceedings, complaints, and related activities; prepares routine reports and retrieves information as requested.
- Monitors and tracks case activities, procedural requirements, filing deadlines, response timelines, and documentation requirements associated with labor relations and employee relations matters; notifies appropriate staff regarding upcoming deadlines and required actions.

- Receives, reviews, organizes, indexes, and maintains documents and records related to investigations, grievances, disciplinary matters, complaints, administrative proceedings, labor negotiations, and other employment-related activities.
- Compiles, organizes, and prepares information, records, and supporting documentation for workplace investigations, grievance processes, disciplinary matters, labor negotiations, mediations, arbitrations, hearings, and administrative proceedings.
- Conducts research regarding employment laws, regulations, policies, procedures, negotiated agreements, administrative decisions, and labor relations practices; compiles and summarizes information for review by assigned staff.
- 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 supporting documentation, organizes case files, prepares exhibits and related materials, and assists with case management and proceeding preparation activities.
- Prepares, formats, proofreads, reviews, and distributes correspondence, memoranda, reports, notices, presentations, summaries, forms, and other documents related to assigned functions; prepares materials from recordings, notes, drafts, and other source documents and ensures accuracy, completeness, and proper use of labor relations, employee relations, and legal terminology.
- Assists in the preparation and distribution of labor negotiations materials, labor-management meeting materials, investigation documents, training materials, presentations, informational resources, and other employment-related communications.
- Receives, screens, and routes telephone calls, correspondence, inquiries, and visitors related to labor relations and employee relations matters; provides information regarding established processes, procedures, forms, and documentation requirements and directs complex, confidential, or sensitive matters to appropriate staff.
- Assists in the coordination of meetings, interviews, hearings, mediations, arbitrations, labor-management meetings, training activities, and other events related to assigned functions.
- Maintains confidentiality of sensitive labor relations, employee relations, disciplinary, investigative, and employment-related information.
- Assists with special projects related to labor relations and employee relations functions and performs related duties as assigned

OTHER DUTIES:

- Performs other duties as assigned.

KNOWLEDGE, ABILITIES AND COMPETENCIES:

KNOWLEDGE OF:

- Labor relations and employee relations processes and procedures.
- Labor relations, employee relations, and legal terminology, documents, and formats.

- Timelines, documentation requirements, and recordkeeping practices associated with investigations, grievances, disciplinary matters, and administrative proceedings.
- Procedures and practices involved in preparing, processing, filing, and maintaining employment-related, labor relations, investigative, and administrative documents and records.
- Reference sources and materials used to locate and compile information related to employment law, labor relations, policies, procedures, and negotiated agreements.
- Records management, file maintenance, records retention, and document organization practices.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Techniques for preparing documents from notes, drafts, recordings, and other source materials.
- Confidentiality requirements applicable to personnel, labor relations, employee relations, investigative, and administrative records.
- Operation of a computer and assigned software.
- Interpersonal skills using tact, patience and courtesy.
- Effective oral and written communication techniques.

ABILITY TO:

- Maintain confidential and sensitive information with discretion, professionalism, and sound judgment.
- Organize, maintain, retrieve, and monitor records, files, databases, tracking systems, and case-management systems related to labor relations and employee relations activities.
- Compile, analyze, and prepare reports and other information from records, databases, tracking systems, and case-management systems.
- Coordinate and track multiple activities, assignments, timelines, deadlines, and procedural requirements simultaneously.
- Prepare, proofread, edit, format, and process correspondence, reports, forms, summaries, presentations, and other documents with accuracy and attention to detail.
- Compile, organize, review, and maintain information and supporting documentation from a variety of sources.
- Interpret and apply established policies, procedures, recordkeeping requirements, and administrative guidelines.
- Apply labor relations, employee relations, and employment-related terminology, processes, and documentation requirements.
- Respond appropriately to inquiries and provide information regarding established processes, procedures, and documentation requirements.
- Establish and maintain cooperative and effective working relationships with others.
- Communicate effectively, both orally and in writing.
- Identify incomplete, inaccurate, or missing information and follow up with appropriate parties to obtain required documentation.
- Prioritize work, meet schedules and timelines, and adapt to changing priorities and interruptions.
- Work independently with minimal direction and exercise initiative within established guidelines.
- Operate a variety of office equipment including a computer and assigned software.
- Learn applicable employment laws, regulations, policies, procedures, negotiated agreements, and documentation requirements relevant 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:

- Graduation from high school supplemented by college-level course work in human resources, labor relations, public administration, business administration, legal studies, paralegal studies, or a related field, and
- Three (3) years of increasingly responsible administrative legal support, labor relations support, employee relations support, human resources support, or closely related experience involving records management, document preparation, research, case tracking, compliance monitoring, or administrative coordination.
- Experience performing legal secretarial or legal support duties in a legal, labor relations, employee relations, human resources, or public-sector environment is highly desirable.

LICENSES AND OTHER REQUIREMENTS:

- Ability to travel to various work locations as required in the performance of assigned duties.

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:

- 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