**SANTA CLARA COUNTY OFFICE OF EDUCATION**
**Personnel Commission**

**CLASS TITLE: MANAGER – LABOR RELATIONS**

**BASIC FUNCTION:**

Under the direction of the Director – Labor Relations, provides professional labor relations and employee relations services in support of SCCOE operations; assists in the administration of labor relations programs and activities including grievance administration, labor agreement interpretation, workplace investigations, disciplinary and performance management processes, disability accommodation and interactive process matters, complaint response, conflict resolution, and labor-management relations; provides consultation and guidance to supervisors, managers, and administrators regarding employment-related matters; conducts research and analysis, develops recommendations, and supports compliance with applicable laws, regulations, policies, procedures, and negotiated agreements; and coordinates and participates in hearings, administrative proceedings, training activities, and other labor and employee relations initiatives; and supervises professional, technical, and administrative staff assigned to labor and employee relations functions.

**DISTINGUISHING CHARACTERISTICS:**

The Manager – Labor Relations classification is the advanced professional-level classification in the labor relations series. Incumbents independently perform complex and sensitive labor relations and employee relations work requiring specialized knowledge of public-sector labor relations, employment law, workplace investigations, grievance administration, disciplinary processes, and labor agreement interpretation. Assignments require substantial independent judgment, analysis, and discretion in advising supervisors and administrators regarding complex employment matters.

This classification is distinguished from the Director – Labor Relations in that the Director has overall responsibility for planning, organizing, directing, and evaluating SCCOE's labor relations and employee relations programs, establishing labor-relations strategy, leading collective bargaining activities, supervising assigned staff, and providing executive-level consultation and recommendations**.**

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:

- Coordinates and administers labor relations and employee relations activities, including grievance administration, contract interpretation, workplace investigations, disciplinary matters, complaint resolution, and labor-management relations.

- Conducts complex and sensitive workplace investigations involving employee misconduct, policy violations, discrimination, harassment, retaliation, and other employment-related matters; meets with employees, employee representatives, supervisors, and administrators to obtain and provide information; gathers and analyzes evidence, interviews witnesses, prepares investigative reports, determines findings, and recommends corrective actions

- Coordinates and monitors the procedural aspects of employee disciplinary actions, including review of supporting documentation, compliance with applicable laws, personnel rules, policies, procedures, and negotiated agreements; assists in the preparation of disciplinary notices and related materials and provides guidance regarding due process requirements.

- Administers employee grievance processes, including contract interpretation, procedural compliance, investigation, response preparation, hearing coordination, and resolution; provides guidance regarding the application of negotiated agreements, policies, procedures, and employment practices.

- Represents the organization, as assigned, in administrative proceedings, appeals, mediations, arbitrations, and related employment matters; prepares case materials, coordinates supporting documentation and witnesses, conducts research and analysis, and assists with case management, settlement discussions, and resolution activities.

- Consults with supervisors, managers, and administrators regarding employee relations matters, performance management, corrective action, disciplinary processes, complaint resolution, documentation standards, and applicable employment laws, regulations, and policies.

- Participates in, coordinates, and may facilitate disability accommodation requests and interactive process activities; provides guidance regarding employment-related implications, collaborates with relevant stakeholders, and assists in ensuring compliance with applicable federal and state laws.

- Interprets and applies collective bargaining agreements, personnel rules, Board policies, administrative regulations, and federal and state employment laws; provides recommendations regarding labor and employee relations matters.

- Analyzes labor and employee relations issues and develops recommendations that support legal compliance, organizational effectiveness, and positive workplace relationships.

- Assists in the administration of negotiated agreements, memoranda of understanding, side letters, and related employment agreements; researches issues, prepares documentation, and recommends solutions regarding contract administration and interpretation.

- Participates in labor-management meetings and discussions with employee organizations; assists in identifying, evaluating, and resolving labor relations issues.

- Supports collective bargaining activities, including research, data collection, proposal development, costing analysis, contract language review, preparation of supporting materials, and participation on negotiating teams as assigned.

- Coordinates and participates in mediation, arbitration, appeals, administrative hearings, and other employment-related proceedings; prepares case files, supporting documentation, witness information, reports, and recommendations.

- Assists in the preparation of responses to administrative complaints, charges, investigations, and inquiries from federal, state, and local agencies; researches issues, gathers and analyzes documentation, prepares reports and supporting materials, and coordinates information necessary for review, response, and resolution of employment-related matters.
- Serves as a liaison with employees, supervisors, administrators, legal counsel, employee organizations, and outside agencies regarding labor and employee relations matters.
- Develops, recommends, and assists with the implementation of labor relations and employee relations policies, procedures, practices, and programs.
- Designs, coordinates, and delivers training related to labor relations, employee relations, contract administration, workplace investigations, performance management, conflict resolution, and compliance with employment laws and organizational policies.
- Facilitates conflict resolution efforts and supports alternative dispute resolution processes to address workplace concerns and maintain productive working relationships.
- Analyzes labor relations, employee relations, complaint, grievance, and investigation data; identifies trends, emerging issues, organizational risks, and opportunities for improvement; develop recommendations and preventive strategies.
- Conducts research regarding labor relations trends, employment law developments, administrative decisions, and best practices; prepares reports, recommendations, and related materials.
- Maintains confidential records, documentation, and case files related to labor relations and employee relations matters.
- Coordinates and participates in special projects related to assigned areas of responsibility.
- 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.

OTHER DUTIES:

- Performs other duties as assigned.

**KNOWLEDGE, ABILITIES AND COMPETENCIES:**

KNOWLEDGE OF:

- Principles, practices, and trends of public-sector labor relations and employee relations.
- Workplace investigation principles, interviewing techniques, evidence gathering, report preparation, and complaint resolution practices
- Grievance administration, conflict resolution, mediation, arbitration, and alternative dispute resolution processes**.**

- Federal and California employment laws, regulations, and administrative requirements affecting public employers.
- Federal and California laws, regulations, and requirements related to disability accommodations, workplace accommodations, and interactive process obligations.
- Legal principles, concepts, procedures, research methods, and sources used to identify and evaluate labor relations, employment law, administrative, and regulatory developments
- Personnel policies, administrative regulations, procedures, negotiated agreements, and contract administration practices.
- Principles and practices of collective bargaining, collective bargaining agreement administration, and contract interpretation.
- Records management practices, and standards for maintaining confidential personnel and investigation records.
- Federal, state, and case law on due process, progressive discipline, and termination for cause.
- Methods of training, program planning, and group facilitation.
- Principles and practices of employee relations, leadership, supervision, training, coaching, and performance evaluation.
- Administrative hearing, appeal, mediation, arbitration, and complaint-resolution processes.
- Effective oral and written communication techniques.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.

ABILITY TO:

- Maintain current knowledge of labor relations trends, employee relations practices, employment law developments, and relevant administrative and judicial decisions.
- Interpret and apply laws, regulations, policies, procedures, personnel rules, and negotiated agreements.
- Analyze complex information, identify relevant facts, evaluate alternatives, and develop sound recommendations and solutions.
- Interpret and apply laws, regulations, policies, and procedures related to disability accommodations and interactive process requirements.
- Exercise independent judgment and discretion in handling sensitive, confidential, and politically sensitive matters.
- Assess risk and identify potential labor relations, employee relations, and compliance concerns.
- Establish and maintain cooperative and effective working relationships with others.
- Gather, organize, analyze, and present information in a clear, concise, and logical manner.
- Facilitate discussions, resolve conflicts, and promote collaborative problem-solving among individuals with differing viewpoints.
- Conduct interviews and obtain accurate, relevant, and reliable information from a variety of sources.
- Interpret facts, evaluate evidence, and reach objective conclusions.
- Plan, organize, and coordinate work independently with minimal supervision.
- Adapt to changing priorities, legal requirements, organizational needs, and workplace circumstances.
- Present information and facilitate meetings, training sessions, and discussions with diverse groups.
- Build trust and credibility while maintaining neutrality and objectivity in employment-related matters.

- Utilize technology, databases, and software applications to research, organize, analyze, and communicate information.
- 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*:

- Bachelor's degree in human resources management, psychology, business administration, public administration, education, or closely related field, and
- Four (4) years of increasingly responsible professional experience in labor relations, employee relations, workplace investigations, grievance administration, contract interpretation, employee discipline, administrative proceedings, dispute resolution, or a closely related field.
- A Juris Doctor 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.
- Juris Doctorate 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

Marisa Perry Date: 11/18/26

Director III – HR / Classified Personnel Services