



HUMAN RESOURCES MANAGER – EMPLOYEE RELATIONS

Department	Human Resources	Direct Care Non-Direct Care	Non-Direct Care
FLSA Status	Exempt	Exemption Type <i>(HR Use Only – Check all that apply)</i>	<input checked="" type="checkbox"/> Executive <input type="checkbox"/> Computer <input type="checkbox"/> Administrative <input type="checkbox"/> Professional <input type="checkbox"/> Outside Sales
Reports to	Director, Human Resources	Supervises	HR Business Partners
Primary Location	Corporate - Buffalo	Employment Status	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input checked="" type="checkbox"/> Regular <input type="checkbox"/> Temporary
Original Date	April 2024	Revised Date	

JOB SUMMARY

Job summary should specify the nature and purpose of the job. Please provide one to two sentences starting with an action verb, followed by the aim of the position that identifies the primary result of the position.

The Human Resources Manager - Employee Relations is accountable for directing and coordinating how all team member facing inquiries, performance management, annual evaluations, investigations, and trainings are handled. The Manager conducts and resolves highly sensitive and complex investigations with HR Business Partners. They advise and provide proactive recommendations to business leaders on employee relations issues. They foster a positive work environment through full compliance with Person Centered Services policies, and state and federal employment law. They identify trends to address broader organizational and managerial issues.

ESSENTIAL FUNCTIONS

List the essential job functions or responsibilities. Typically, most jobs have between 8 to 12 essential functions. It is critical to note that not every function of the position should be deemed as essential. Essential functions should include only those items that are “critical for getting the job done” or “accountabilities”.

- Act as the primary leader for employee relations issues, provide advice and guidance to managers and team members on HR policies and procedures, and manage team member disciplinary procedures.
- Develops comprehensive investigation plans applying knowledge of employment and discrimination laws, whistle-blowing laws, rules of evidence, discoverability, and other laws pertaining to investigation plans, investigations, reports, and recommendations.
- Manages and resolves highly sensitive and complex investigations. Advise and provide proactive recommendations to HR leaders and business leaders on employee relations issues.



- Assists HR Business Partners in conducting effective, thorough, and objective investigations. Ensures HR Business Partner investigation summaries are well done and ready for leadership review. Leads investigations on highly sensitive and complex situations.
- Produces comprehensive and clear investigation reports summarizing allegations, investigative work performed, key findings and conclusions, ensuring that conclusions are evidence based. Produces other fact-finding reports, position statements and other formal documents as needed.
- Recommends next steps required to successfully resolve any identified issues including disciplinary action (as appropriate) in support of investigation findings. Aligns with key stakeholders to gain appropriate consensus and support. Provide briefings to senior leaders on investigative matters as required.
- Provides support and guidance to HR Business Partners, management, and other team members when complex, specialized, and sensitive questions and issues arise; may be required to administer and execute routine tasks in delicate circumstances such as providing reasonable accommodations, investigating allegations of wrongdoing, and terminations.
- Oversees team member disciplinary meetings, terminations, and investigations.
- Researches and explains laws and legal affairs concerning employment to managers, supervisors, and team members.
- Provides day-to-day performance management guidance to line management (e.g., coaching, counseling, career development, disciplinary actions).
- Works closely with management and employees to improve work relationships, build morale, and increase productivity, accountability, and retention.
- Provides HR policy guidance and interpretation.
- Advises and trains managers and supervisors in best employee relations practices and strategies for managing supervisor problems and team member complaints. Develops further training as needed. Leads new manager training.
- Acts as internal consultant to leaders, managers, and employees providing coaching and advice on a range of organizational and change issues.
- Partners with HR team to deliver customized programs and services to the business in the areas of engagement, performance management, employee relations, and staffing.

OTHER DUTIES

List other non-essential job functions or responsibilities. May wish to include in the list "performs other duties as assigned".



- Commits to a respectful, just, and supportive environment for individuals and team members aligning with the company's commitment to diversity, equity, inclusion and belonging.
- As a leader, sets and promotes a culture focused on diversity, equity, inclusion and belonging in all business practices. This includes actively seeking, hiring, and developing talented candidates and appropriately and fairly addressing issues related to diversity, equity, and inclusion in all interactions with team members.
- Other duties as necessary or assigned.

KNOWLEDGE, SKILLS & ABILITIES

List required knowledge, skills and abilities needed for the job.

- Excellent verbal and written communication skills.
- Excellent interpersonal, negotiation, and conflict resolution skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to act with integrity, professionalism, and confidentiality.
- Thorough knowledge of employment-related laws and regulations.
- Strong conflict management skills.
- Sound business acumen and the ability to establish credibility, trust, and partnership at all levels of the organization
- Ability to effectively manage multiple, competing, and high priority projects with varying deadlines

EDUCATION & EXPERIENCE

List required education and/or experience needed for the job.

- Bachelor's degree preferred, preferably in human resource management or related field.
- At least five years of HR experience at a management or senior level with emphasis on employee relations **required**.
- Experience in conducting or overseeing investigations as a primary job responsibility.
- Strong understanding of best practices related to conducting investigations.

PHYSICAL REQUIREMENTS

List physical requirements of the job and indicate how often the team member is required to perform these requirements. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Physical Activity	Frequency			
	N/A	Rarely	Occasionally	Regularly
Travel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ambulate	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Drive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Type/Keyboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twist/turn	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Talk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Use hands and fingers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Peripheral Vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Depth of Perception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ability to see color	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lift up to 5 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift up to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift up to 20 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift up to 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift up _____ lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Push	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pull	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouch	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENVIRONMENTAL CONDITIONS

List environmental conditions of the job and indicate how often the team member is exposed to these conditions.

Physical Activity	Frequency			
	N/A	Rarely	Occasionally	Regularly



Office environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Moderate noise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Loud noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extremely loud noise	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confined area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to bloodborne pathogens or bodily fluids	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to allergens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to airborne pathogens	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to dim lighting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to bright lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to heights or high precarious places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat/humid conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor conditions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I can, with or without reasonable accommodation(s), perform the essential functions of this position:

Team Member Signature: _____

Date: [Click or tap to enter a date.](#)

Supervisor Signature: _____

Date: [Click or tap to enter a date.](#)

HR Reviewed Signature: Michelle Hoffman

Date: 4/30/2024