

	<b>JUDICIARY OF GUAM</b>	HUMAN RESOURCES OFFICE JOB STANDARD
CLASSIFICATION TITLE: <b>HR EMPLOYEE RELATIONS SUPERVISOR</b>		ESTABLISHED DATE: August 2022
PAY GRADE: <b>GPP - P</b>	TOTAL HAY EVALUATION POINTS: <b>536</b>	POSITION STATUS: [X] Classified [ ] Unclassified [X] FT [ ]PT
FLSA CATEGORY: [X] Exempt [ ] Non-Exempt		EEO CATEGORY: Professionals
REPORTS TO: Deputy Human Resources Administrator		APPROVED BY: <i>Kristina L. Baird</i> KRISTINA L. BAIRD, Administrator of the Courts

**NATURE OF WORK:**

This supervisory position plans, develops, implements and promotes activities and programs that enhance overall employee relations and HR Management Programs. An employee in this class also oversees the full range of employee benefit plans court-wide. This includes the planning, coordination and administration of day to day benefits to include but not limited to health, life, retirement, worker's compensation and leave.

**ESSENTIAL FUNCTIONS:** (This is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the incumbent for this position. Duties, responsibilities and activities may change at any time with or without cause.)

Advises judicial officers, management and employees on sensitive labor and employee relations matters, including grievance procedures, performance issues and disciplinary actions; advises and assists managers in identifying employee relations issues and determining appropriate course of action.

Oversees the administration of the Judiciary's employee benefits program to include retirement, health, cafeteria plan, life insurance, leave and other applicable programs in accordance with Judicial Personnel Rules & Regulations and local/federal laws.

Gathers, analyzes and interprets data to develop recommendations and strategies to facilitate positive employee relations and engagement.

Uses surveys, interviews, and other studies to conduct research regarding human resource policies, compensation, and other employment issues.

Conducts timely, objective and thorough internal investigations including but not limited to allegations of harassment, discrimination, accommodation, and retaliation and prepare all required documentation.

Reduces risks by developing programs, policies and procedures to promote fair and equitable employee relations.

Proactively identifies, develops, and implements tools, resources, and solutions that help shape a positive employee experience, i.e., monthly frolic, newsletter, welcome emails, HR Bulletin Board etc.

Develops and executes employee reward and recognition programs.

Coordinates the Judiciary's Drug Free Workplace Program, policies and procedures.

Advises and trains managers and supervisors in best employee relations practices and strategies for managing supervisor problems and employee grievances.

Serves as a lead member of the Judiciary's Health Insurance Negotiation Team responsible for ensuring a favorable contract beneficial to all Judiciary employees.

Communicates in person, via phone or e-mail, with insurance companies, judicial officers, managers, employees, and beneficiaries to facilitate proper and complete utilization of benefits.

Oversees the maintenance of records, enrollments, applications, and claims inquiries for all benefit plans.

Prepares and executes, with legal consultation, benefit documentation such as original and amended plan texts, benefit agreements and insurance policies.

Supervises the activities of assigned HR staff; evaluates employee performance; monitors productivity levels; and oversees administrative and training opportunities.

Prepares various types of administrative reports and correspondence on program activities.

Adheres to and complies with all promulgated policies, standards, and codes of ethical conduct.

Perform all other related duties as assigned.

**MINIMUM KNOWLEDGE, ABILITIES & SKILLS:**

Knowledge of principles and practices of public sector administration, supervision and management.

Knowledge of principles, functions and practices of public personnel administration.

Knowledge of the principles and practices of employee and labor relations.

Knowledge of compensation and benefits administration.

Knowledge of group insurance and risk management principles and strategies.

Knowledge of principles, practices and procedures of benefits administration.

Ability to organize, manage, and track multiple detailed tasks and assignments with frequently changing priorities and deadlines in a fast-paced work environment.

Ability to provide a high level of customer service and drive customer service orientation to staff.

Ability to maintain strictest confidentiality.

Ability to apply, interpret complex personnel laws, rules, and regulations and other appropriate program guidelines.

Ability to evaluate operational effectiveness and recommend and implement changes in rules and regulations, policies, and procedures.

Ability to organize and supervise a unit of employees.

Ability to prepare comprehensive reports.

Ability to recognize and resolve problems of a sensitive nature.

Ability to work and communicate effectively, both orally and in writing, with the public, government officials, Judiciary employees and network agencies.

Skills in designing insurance related materials for internal and external customers.

Skills in analyzing and applying relevant policies and procedures.

Skills in independently establishing priorities and meeting deadlines under pressure.

**MINIMUM EDUCATION, EXPERIENCE & TRAINING:**

- A. Graduation from a recognized college or university with a Bachelor's degree in Human Resources, Psychology, Business Administration, Public Administration, or closely related field; plus four (4) years of professional experience in Employee Relations and Benefits Administration Management, inclusive of one (1) year of supervisory experience; or
- B. Graduation from a recognized college or university with an Associate's degree in Human Resources, Psychology, Business Administration, Public Administration, or closely related field; plus five (5) years and six (6) months of professional experience in Employee Relations and Benefits Administration Management, inclusive of one (1) year of supervisory experience; or
- C. Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.