

UNION SETTLEMENT

EMPLOYMENT OPPORTUNITY

Union Settlement is an on-the-ground resource for East Harlem residents of all ages, and a passionate advocate for the needs of underserved communities. Since opening our doors in 1895, we have brought education, wellness and community-building programs to our neighborhood, empowering New Yorkers with opportunities to better their lives. More than 350 staff work in our organization, and our services impact 10,000 people every year. By helping our neighbors realize their goals, we build the vitality and success of East Harlem. For more information about Union Settlement, please visit our website at www.unionsettlement.org.

Position: Employee Relations Manager
Department: Administration/ Human Resources
Reports to: Director of Human Resources
Hours: Full-time
Salary: \$60,000-\$68,000
FLSA Status: Exempt

Position Summary:

Reporting to The Director of Human Resources, the Employee Relations Manager (ERM) will lead and champion initiatives that cultivate a work environment where employees feel valued, can be successful and are highly engaged. They will work with cross functional teams to lead employee relations processes related to investigations, education, prevention strategies, communications, quality assurance, standard workflows, and risk areas. They will provide guidance on matters involving performance, behavior, conflict prevention and dispute resolution, and hourly and salaried employment practices and policy. The Manager will proactively engage with both a union and non-union workforce while seeking to avoid unfair labor practices, address issues that impact organizational strategy, and deliver education to executive, senior and leadership teams.

The role will be critical in executing our people initiatives, providing great client support and driving HR functional excellence and process improvements. If you are an experienced HR, ER, employment law, and/or workplace investigation professional who is passionate about upholding a culture that is fair, respectful and inclusive, we'd love to hear from you!

Responsibilities:

- Provides expert consultative, problem solving, and employment compliance services to managers, employees, Senior and Leadership Teams regarding HR policies and practices.
- Effectively and accurately maintains confidential ER data in systems and other filing mechanisms; develops and maintains tools and processes to scale function.
- Ensures that employment practices are legally compliant, meet or exceed Union Settlement's values and standards of fairness and equity, and foster a diverse and inclusive environment.

- Organizes and explains issues; draft clear, concise investigation reports and summaries, analyzing information gathered and applicability to relevant policies.
- Identifies key HR data and important trends, predicts and mitigates risk, and provides and implement solutions (turnover, stay and exit interviews, under-performers, employee surveys, etc.).
- Develops positive relationships with union representatives and serves as a liaison between union, employee and Union Settlement; consults with legal as needed.
- Contributes to the development of communication strategies for existing and new HR policies and procedures.
- Collaborates with leaders to grow diverse leadership, talent, and technical capability pipeline.
- Supports strategies to enable the organization to thrive through periods of change, e.g. internal growth, restructurings, leadership acceleration.
- Contributes to employee engagement initiatives including but not limited to employment anniversaries, birthdays, awards, DEI, team events, retreats and summits, and wellness programs.
- Coaches leaders and emerging talent to develop and enhance their personal leadership style and management effectiveness; creates and delivers ER training.
- Provides guidance for the performance review process; monitor and track patterns of employee deficiencies and necessary areas of skill improvement.
- Leads labor relations initiatives, ensuring compliance with the Collective Bargaining Agreement and NLRB legislation, including contract preparation, negotiations, and interpretation.
- Keeps a pulse on current labor relations trends, regulatory requirements, and HR practices to recommend programs and improve employee experience.
- Supports additional HR and organizational projects as needed.

Qualifications:

- Bachelor's degree in Human Resources, Business/Management, Organizational Development, Employee Relations or related field. Master's or PHR and/or SHRM-CP or other related professional certification ideal.
- Minimum five (5) years' experience in HR policy, Employee Relations, Employment Law, and/or Workplace Investigations.
- Current and active experience with labor relations and conducting workplace investigations in union and nonunion environments.
- Knowledge of collective bargaining including understanding of union process, contract negotiations, grievance handling up through the arbitration level, labor employment law including the National Labor Relations Act.
- Demonstrated knowledge of HR policies and federal, state, and local employment laws and regulations, including but not limited to, EEO, ADA, ADEA, FLSA, Title VII, and FMLA.
- Demonstrated experience building internal and external relationships, with the ability find common ground, build consensus and strengthen collaboration among diverse stakeholders in a culturally competent manner.

- Experience in data tracking, analysis, trend forecasting and using metrics to identify vulnerabilities and drive improvements in the employee experience.
- Comfortable in a fast-paced environment; able to quickly pivot and strategically reprioritize as business or HR needs change.
- Solid sense of organizational skills, accountability, high-quality judgment and sound decision-making.
- Effective verbal and written communication skills that support summary of investigative findings, building strong partnerships, and appropriate influence; maintain confidential information.
- Skilled in MS Excel, Word, PowerPoint, SharePoint, Google; curious about new learning technologies; familiarity with ADP or similar HRIS/ATS; employee relations management system.

To Apply:

Visit our [careers page](#) to apply for the position today! Please include cover letter, resume, 2 writing samples (employee relations related), salary requirements, and contact information for at least three professional references.

UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER