

# The Texas Health and Human Services Commission

## Human Resources Specialist V (Employee Relations Specialist)

**Job Description:** Performs advanced (senior-level) human resources (HR) work and is responsible for the day to day employee relations (ER) activities for assigned customer areas. Work involves analysis, problem solving, conflict resolution, policy interpretation and advice and guidance to executive-level staff, managers and employees with the goal of minimizing legal risk and ensuring compliance with federal and state laws and regulations and Health and Human Services (HHS) Human Resources (HR) policy and procedures. Works under limited supervision, with considerable latitude in the use of initiative and independent judgement.

**Essential Job Functions:** Consults, provides guidance and makes recommendations on human resources related issues including selections, drug testing, background checks, leave issues, workplace violence, conflicts of interest, performance planning and evaluations, and reasonable accommodations in accordance with federal and state rules, regulations and statutes and HHS HR policies, procedures and guidelines. Consults, provides guidance and makes recommendations on Performance Conduct Management (PCM) and disciplinary actions to include counseling, Written Warnings, involuntary demotions, disciplinary suspensions, Letters of Reprimand, disciplinary and non-disciplinary dismissals. Participates in Management Advisory Group (MAG) conferences with management, legal and civil rights office. May serve as a subject matter expert witness and employer representative in agency unemployment hearings, agency grievance proceedings and external litigation. Provides guidance and consultations to agency management on Family and Medical Leave Act (FMLA) related absences of employees to ensure compliance with federal and state regulations and statutes and HHS HR policy. Monitors reports and timesheets to ensure appropriate FMLA designations. Interprets federal and state human resources related statutes as well as HHS Human Resources policy and procedures to agency managers and employees. Analyzes and identifies policy issues and recommends policy revisions. Develops and conducts training and presentations to managers and employees on selections, leave, FMLA, PCM, disciplinary actions and other HHS HR policies and procedures. Initiates criminal history name based searches and/or retrieves Federal Bureau of Investigations (FBI) and Texas Department of Public Safety fingerprint-based criminal history results. Reviews and researches criminal history record information (CHRI) and makes employment eligibility determinations on applicants, employees, contractors and volunteers in relation to HHS agency bars and/or contraindications to employment. Consults with agency attorneys as necessary. Communicates eligibility results to authorized users and HHS Employee Service Center Recruiters. May perform account administration activities to ensure compliance with FBI and DPS audit requirements.

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Coordinates, administers, and monitors certain human resource benefit and payroll actions such as death claims, career ladders, management directed transfers, equity adjustments, merit raises and salary exceptions and reinstatements. Ensures compliance with state and agency eligibility criteria and signature approvals. Communicates with managers, employees and/or dependents, Employee Retirement System, third-party insurance carrier, HHS Payroll, HHS Time, Leave and Labor, HHS Employee and Service Center.

## **Registrations, Licensure Requirements or Certifications:**

**Knowledge Skills Abilities:** Knowledge of business systems thinking, information technology and the impact on the HR program's efficiency and effectiveness.

Knowledge of human resources management principles and practices

Knowledge of human resources programs such as employment, compensation, classification, employee relations, benefits, workers' compensation and organizational development

Knowledge of state and federal employment laws, guidelines, policies and procedures

Knowledge of key business fundamentals, key internal and external customers and individual and team behaviors

Knowledge of the HHS agencies' missions, employee and manager roles, organizational planning process, client and organizational cultures and the public service environment

Knowledge of policy and procedure development processes.

Knowledge of project management principles and techniques.

Skill in consensus building

Skill in consultation and negotiation

Skill in customer service orientation and relationship management

Skill in analytical thinking

Skill in providing facilitation and effective consultation to management and staff

Skill in facilitating large and small group meetings with multiple stakeholders

Skill in defusing conflict, guiding groups to agreement on decisions and maintaining objectivity

Skill in Microsoft Office Suite applications

Skill in interpreting complex human resources policies and procedures.

Skill in the use of computer and human resources-related software applications.

Ability to value and promote diversity.

Ability to think and act strategically.

Ability to provide concise, accurate guidance.

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Ability to communicate effectively orally and in writing.  
Ability to manage relationships and engage stake holders.  
Ability to set goals and objectives.  
Ability to provide in-depth consultation regarding agency policies and procedures to management, staff and the general public.  
Ability to assess and balance competing priorities.  
Ability to function as strategic business partner.  
Ability to analyze complex data.  
Ability to effectively manage resources.  
Ability to make appropriate decisions independently.  
Ability to work in team setting.  
Ability to develop effective solutions to mission requirements using agency principles and programs.  
Ability to manage conflict and model ethical behavior.  
Ability to demonstrate professionalism, confidence and diplomacy.  
Ability to organize resources to achieve desired outcomes.  
Ability to train, lead, organize and prioritize workload to meet deadlines.  
Ability to establish and maintain effective working relationships.  
Ability to identify problems and implement appropriate solutions.  
Ability to work independently, exercising sound judgment.  
Ability to initiate projects and work on multiple projects concurrently.  
Ability to maintain confidential and sensitive information.

**Initial Screening Criteria:** Graduation from an accredited four year college or university with major course work in human resources management, business or public administration, organizational development or a related field preferred. Note: Experience in human resources management work may be substituted for the four year degree on a year for year basis.  
Experience in human resource management.  
Experience interpreting and applying policies and procedures to staff and the general public.  
Experience advising and counseling management staff and employees on human resource related issues.  
Experience entering, updating, retrieving and analyzing information from automated systems.

**Additional Information:** Note: Military occupation(s) that relate to the initial selection criteria and registration or licensure requirements for this position may include, but not limited to: 42A, YN, 0111, 3A1X1. All active duty military, reservists, guardsmen, and veterans are encouraged to apply if qualified to fill this position. For more information see the Texas State Auditor's Military Crosswalk at <http://www.hr.sao.state.tx.us/Compensation/JobDescriptions.aspx>.

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