



EMPLOYEE RELATIONS COORDINATOR

The Comptroller of the Treasury is currently hiring for a Full-Time, Executive Service Employee Relations Coordinator, which starts at \$3,934 per month. This position is with the Office of Management Services, Human Resources section and is responsible for a variety of complex duties in employee relations and human resources. This position also performs other related duties and projects as assigned by supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Employee Relations

- Conduct exit survey to assist management in understanding reasons for leaving. Discuss findings with leadership and report on trends and recommendations.
- Help settle work-related conflicts.
- Recommend solutions when repetitions of individual problems indicate negative trends.
- Administer equal employment opportunity, affirmative action, OSHA, and ADA reporting and activities.
- Provide coaching on corrective action and employee counseling. Participate in corrective action review process.
- Conduct investigations as necessary.
- Maintain an attitude and philosophy consistent with office standards.
- Ensure communications and activities support and protect the office and all employees.
- Coordinate corrective action, leave without pay, unemployment claims and other employment actions.
- Maintain strong collaborative relationships with HR leadership and General Counsel.

Talent Management

- Review all performance evaluations and partner with divisions to drive employee success.
- Provide leadership development and competency development to all employees through internal and external learning opportunities. Facilitate internal courses.
- Work with division management to effectively manage employee performance issues.
- Coach and empower all staff to maintain and continually improve a service-oriented culture based on Comptroller values.
- Provide leadership development and competency development to all employees through internal and external learning opportunities. Facilitate internal courses as assigned.
- Work with Employee Engagement role to coordinate, catalog, track and report on office wide external and internal training.

Research, Analysis and Reporting

- Assist as assigned in various in depth research needs.
- Assist in analysis and development of job descriptions.
- Assist in HR data analysis as assigned.
- Use a variety of reporting methods to ensure compliance with relevant laws, rules, regulations, standards, best practices and policy.
- Continually assess and communicate risk. Take action as assigned to document, control and mitigate identified risks.

Employee Life Cycle Operations

- Assist in various pre-employment and onboarding processes.
- May assist in administering and overseeing the Time & Labor processes for the Comptroller's office.
- May perform service calculations and corrections.
- May key active employee transactions into Edison, the state's ERP/HRIS.
- May process employee separations and transition files to appropriate record locations.
- May maintain active employee personnel files, collect annual conflict of interest disclosures or produce monthly salary roster for leadership.
- Serve as a back-up to other HR processes as assigned.

Quality

- Conduct appropriate quality assurance processes to ensure accountability.
- Seize process improvement opportunities to streamline workflows and improve accuracy.

Customer Service

- Maintain and continually improve individual contribution to a service-oriented culture that supports customers and leadership.
- Work within employee relations activities to promote an office wide culture of customer service and servant leadership.

Communication

- Communicate clearly and frequently with leadership, team members and customers.
- Utilize a high degree of tact and diplomacy within all interactions.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the competency, knowledge, skill, and/or ability required with or without reasonable accommodation.

Education and Experience

Graduation from an accredited college or university with a bachelor's degree and five years of relevant experience. Other combinations of education and experience, if evaluated as equivalent, may qualify an applicant for consideration.

Certifications and Licenses

HRCI certifications preferred

Knowledge, Skills, Abilities and Competencies

Knowledge, skills and abilities in employee relations, psychology, and conflict management are very important in this role. The candidate should possess excellent verbal and written communication skills, outstanding organizational skills, and work well in a team environment. Candidates should possess the ability to work collaboratively with multiple levels of the organization. Customer service skills must include friendliness, patience and compassion. Candidates should be detail oriented, should thrive in a fast-paced environment and should welcome and/or lead change while placing accuracy, consistency, confidentiality, and integrity at a very high priority.

Candidates should possess the following problem solving skills and results orientation:

- Successfully identify, analyze and solve problems, including those with large datasets
- Approach problems in a positive manner
- View impediments as solvable challenges
- Show patience in dealing with complex and time-consuming issues
- Identify practical solutions
- Clearly explain options and solutions to end-users

- Resolve issues in a timely manner
- Analyze possible obstacles in order to identify solutions
- Keep supervisors apprised of status changes
- Diagnose complex problems and reach sustainable solutions

Candidates should also have the following strategic and critical thinking skills:

- Have exceptional reasoning and analysis skills
- Consider both the strategic and tactical aspects of decisions
- Process information in a disciplined and structured manner to ensure consistency
- Keep abreast of industry best practices and innovative solutions
- Write clear and concise proposals for consideration for policy and procedural changes
- Strategically partner with management

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by incumbents within this role. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties or responsibilities associated with the position. Employees may be assigned job related tasks other than those specifically presented in this description.

Please submit resume with unofficial college transcript(s) and contact information for three (3) references to HR.Comptroller@cot.tn.gov through August 16, 2015.

The Comptroller of the Treasury is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, veteran status or any other legally protected class. As required by law, we must record certain information. Applicants are invited to participate in the Affirmative Action Program by reporting their status as minority, disabled veteran or other veteran status, or other disabled. In extending this invitation you are advised that: 1) you are under no obligation to respond, but may do so in the future if you choose; 2) responses will remain confidential within the Human Resources Department; and 3) responses will be used only for the necessary reporting.

To comply with legal record keeping requirements regarding Affirmative Action, we ask that you complete the information requested in the link below. Please be advised that your completion of this form is NOT part of your official application for employment. It is considered confidential information that will not be used in any hiring decision. Refusal to provide this information will have no bearing on your application and will not subject you to any adverse treatment. If you choose to participate by completing this form, we thank you for your cooperation.

To complete this form, please go to: <http://www.comptroller.tn.gov/oms/careeropp.asp> and click Voluntary Affirmative Action Form.