TN Department of Human Services

EMPLOYEE RELATIONS SPECIALIST

Human Resources

Job Location:

Davidson County (HYBRID)

Job Application:

To apply for this position, visit our **Apply Here** web page in a new tab by **December 7, 2026**.

About Position:

This vacancy is within the Tennessee Department of Human Services (TDHS), Division of Human Resources. The Employee Relations Specialist is responsible for assisting in employee relations issues, conflict resolution, employee recognition, and performance improvement programs at the working level. An employee in this classification fosters relationships with employees to promote and maintain a positive culture and workplace satisfaction. This classification differs from the Employee Relations Consultant in that an incumbent of the latter performs work of greater scope and complexity.

Responsibilities:

- Identify employee complaints related to workplace discrimination and/or harassment, abusive conduct, and violence in the workplace and conduct intake calls with employees to obtain information and details specific to the complaint. Refer complaints to appropriate investigative party.
- Administer human resources policies and procedures that pertain to employee relations.
- Serve as a resource to employees across the Department by assisting in problem solving for workplace issues and on questions related to policies, rules, and departmental procedures.
- Assist in the processing of disciplinary requests and appeals, including tracking documentation and uploading documentation to personnel files.
- Provide in-person support to different teams and be available to answer questions, provide resources, and other support to staff as needed.
- Gather appropriate documentation and data and submit responses to unemployment claims.
- Facilitate compliance courses such as Employee Essentials, Writing SMART Goals, and assist with the facilitation of New Supervisor Academy throughout the year.

Qualifications:

- Graduation from an accredited college or university with a bachelor's degree and experience equivalent to one year of professional human resources work.
- Substitution of Education for Experience: Additional graduate coursework in human resources administration or other related acceptable fields may be substituted for the required experience, on a year-for-year basis, to a maximum of one year.
- Substitution of Experience for Education: Qualifying full-time professional or paraprofessional human resources experience may be substituted for the required education on a year-for-year basis to a maximum of four years.

Preferred Skills:

- The ability to foster teamwork and progress toward a stated vision with a large-scale workforce.
- Exceptional written and verbal communication skills, including presentation and public speaking skills.
- Strong emotional intelligence that aids in successful interpersonal/professional relationships.

Target Range:

The target range for the Employee Relations Specialist position is **$61,812 – $77,244**. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Benefits Information:

For more information about employee benefits open our DHS Employee Benefits Brochure in a new tab.

DHS Mission:

Strengthen Tennessee by Strengthening Tennesseans

DHS Vision:

To revolutionize the customer experience by growing capacity to reduce dependency.

DHS Values:

- High Performance
- Collaboration
- Continuous Improvement
- A shared Vision
- Customer-Centered Solutions