

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM**  
**CLARKSVILLE, TENNESSEE**  
**JOB DESCRIPTION**

**Position Title:** Employee Relations Specialist

**Department:** Human Resources

**Grade:** 501

**Calendar:** 12 months/260 days

**Job Description**

**Date Reviewed:** March 2023

**Reports to:** Chief HR Officer

**Purpose of Job**

The purpose of this job is to assist the CHRO in the daily administration of employee relations as assigned. Providing information and clarification to employees regarding CMCSS policies. And employer expectations. Coordinating a variety of duties to promote employee welfare and engagement, such as resolving human relations problems and promoting employee morale and well-being. Working with employees and supervisors to assist in resolving workplace conflict. Conducting employee investigations regarding discrimination, harassment and acting as a facilitator for grievance complaints. Collecting and analyzing employee data regarding employee retention and recruitment, with a continued focus on improving retention and employee satisfaction.

**Essential Duties & Responsibilities**

**The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Conducting investigations and resolving other sensitive employee relations issues across the entire district.
- Partner with CHRO when conducting discrimination or harassment investigations.
- Provides counseling and direction on work related items to employees, facilitating communication, to help resolve conflicts that impact employee engagement.
- Provide day to-day advice and guidance to supervisors on a wide range of employee relations topics.
- Acts as facilitator for employee grievances.
- Responds to written and verbal inquiries from a variety of internal sources for the purpose of resolving problems. Referring to appropriate and/or identifying the relevant issues and recommending or implementing a remediation plan when required.
- Informs employees and supervisors of a variety of CMCSS policies and procedures, ensuring HR policies and procedures are accurate and relevant.
- Advise employees on steps to take regarding employment issues or concerns.
- Identify, develop, and facilitate delivery of relevant training for supervisors and employees.
- Assist supervisors with employee appreciation and recognition strategies.
- Coordinate the Classified Employee of the Year nomination and selection process.
- Act as a Human Resources Department Ambassador, visiting school and work locations attending faculty/staff meetings.
- Conduct in person exit interviews as needed.

- Analyze exit interview data, reporting out on trends.
- Analyzing and identifying employee retention trends to proactively provide recommendations to school and/or department supervisors to address and mitigate issues.
- Analyze current employee workplace morale, sharing with other supervisors what is working well at other locations. Work collaboratively with leaders to develop and implement strategies in an effort to improve workplace morale.
- Partner with Employee wellness representative as a resource.
- Identify trends across employee relations cases to assess organizational needs and assist HR leadership in diagnosing root cause problems that impact overall organizational health.
- Assist supervisors with conflict resolution, policy and procedure interpretation, and alignment with employment law requirements.
- Works very closely with new Supervisors/Principals to ensure CMCSS policies are understood and implemented.
- Maintain knowledge and awareness of all federal, state, and local labor and wage and hour laws.
- Attends Employee Communication Group meetings
- Supervises and coordinates Employee Assistant Plan.
- Member of Human Resources Leadership Team
- Partners with HR Leadership to plan and conduct annual training for district supervisors.
- Support district recruitment efforts by representing CMCSS at university and community job fairs to include Ft. Campbell.
- Facilitate district wide survey administration (Upbeat, etc...)
- Organize and facilitate HR Outreach program.
- Partner with Professional Learning to review new teacher onboarding supports and needs.

**Additional Job Functions**

Performs other duties as required.

**Minimum Training and Experience Required to Perform Essential Position Functions:**

- Bachelor's degree required.
- School Leadership preferred but not required.
- HR experience preferred but not required. Employee relations experience required, experience with employee investigations preferred.
- High degree of proficiency MS Office Suite, Google Documents, Outlook, and Internet applications.

**KNOWLEDGE OF JOB**

Has general knowledge of the policies, procedures, and activities of the School System as they pertain to the performance of duties relating to the job of Employee Relations Specialist. Knows how to develop and administer operations and plans and objectives for the expedience and effectiveness of specific duties of the HR department. Knows how to keep abreast of any changes in policy, methods, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear, and effective manner. Have good organizational, human relations and intercommunication skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Ability to collaborate and work well on a team and maintaining a high level of confidentiality.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS****REQUIRED SKILLS, ABILITIES AND PHYSICAL REQUIREMENTS:**

- Must be able to do occasional lifting, carrying, pushing and/or pulling of up to 40 pounds, standing, sitting, walking, bending, stooping or kneeling;
- Must be able to traverse school facility;
- Must have significant fine finger dexterity;
- Must be able to operate standard office equipment including pertinent and required software applications;
- Must possess excellent language skills (verbal and written) requiring the ability to read informational documentation, directions, instructions, policies and procedures related to this job, requiring the ability to give assignments and/or directions to co-workers, assistants, supervisors, students and parents/guardians, requiring the ability to deliver verbal and written communications in English language;
- Must possess excellent interpersonal skills with ability to interact with people (staff, supervisors, parents/guardians, students) and maintain professionalism and tact in all situations, including emergent ones, must be able to maintain constructive relationships;
- Must possess excellent organizational skills and attention to detail;
- Must be able to perform multiple, highly complex, technical tasks with periodic need to enhance skills in order to meet changing job conditions.
- Must be able to apply assessment instruments and analyze data and possess problem-solving skills.
- Must be able to make independent judgments in absence of supervision.

**NUMERICAL APTITUDE:** Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width, and shape, visually.

**PHYSICAL COMMUNICATION:** Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

**ATTENDANCE:** A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

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**Employee's Signature****Employee's Munis Number****Date**