

Job Family	Human Resources	Job Summary	Involves establishing and maintaining satisfactory labor-management relations, including monitoring and ensuring adherence to contract provisions, participating in negotiating sessions, addressing grievances and questions of a specific group of union employees.		
Job Function	Labor Relations				
Category	<b>Professional</b>				

Job Level	Entry	Intermediate	Experienced	Advanced	Expert
Job Title	Labor Relations Representative 1	Labor Relations Representative 2	Labor Relations Representative 3	Labor Relations Representative 4	Labor Relations Representative 5
Job Code	8078	8079	8080	0495	0261
Tracking Code	A0413	A0409	A0412	A0408	A0839
Per. Program	PSS	PSS	PSS	MSP	MSP
FLSA	Non-Exempt	Non-Exempt	Exempt	Exempt	Exempt
Generic Scope	Entry-level professional with limited prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments that are initially routine in nature, requiring limited judgment and decision making. Employees at this level are expected to acquire the skills and knowledge to perform more advanced work following an agreed upon time in position, through defined training and development planning.	Professional who applies acquired job skills, policies, and procedures to complete substantive assignments / projects / tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action.	Experienced professional who knows how to apply theory and put it into practice with in-depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems / issues of diverse scope and determines solutions.	Technical leader with a high degree of knowledge in the overall field and recognized expertise in specific areas; problem-solving frequently requires analysis of unique issues / problems without precedent and / or structure. May manage programs that include formulating strategies and administering policies, processes, and resources; functions with a high degree of autonomy.	Recognized organization-wide expert. Has significant impact and influence on organizational policy and program development. Regularly leads projects of critical importance to the organization; these projects carry substantial consequences of success or failure. Directs programs with organization-wide impact (or may have impact beyond the University) that include formulating strategies and administering policies, processes, and resources. Significant barriers to entry exist at this level.
Custom Scope	Learns to use professional labor relations concepts in the completion of assignments. Applies organization policies and procedures to resolve grievances. Works on labor relations issues of limited scope. Contact with others is primarily internal. Normally receives detailed instruction and direction on addressing assigned labor relations issues.	Uses professional labor relations concepts and applies organization policies and procedures to resolve a variety of labor / union-related issues. Works on labor relations issues that are moderate in scope and complexity. Has both internal and external contacts. Normally receives direction and some oversight in addressing assigned labor relations issues.	Uses labor relations concepts and skills as a seasoned experienced professional with a comprehensive understanding of labor / union issues. Resolves complex issues. Normally receives little instruction on day-to-day work. General instructions may be provided on new assignments and initiatives.	Technical leader who provides labor relations guidance to all levels within the organization, utilizing specialized labor relations expertise within area of responsibility to resolve highly complex issues in creative and effective ways. Internal and external contacts often pertain to significant labor relations programs and objectives. Normally receives little direction on assignments. Serves in a lead capacity, providing guidance to other professionals in department.	Recognized expert who regularly leads labor relations projects of criticality to system. Utilizes comprehensive and in-depth labor relations expertise to provide guidance and recommendations regarding strategic direction for the system. Works on labor relations matters that are the most diverse and complex in scope and where analysis of data and situations requires evaluation of many factors and implications with broad impact on the organization. Develops internal and external contacts often pertaining to systemwide plans and objectives. Determines methods and procedures on new assignments and functions as a lead with other labor relations professionals. Is considered a

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					subject-matter expert.
Key Resp 01	Under direct supervision handles simple grievances and questions of a specific group of union employees and solves problems.	Under general supervision handles moderately complex grievances and questions of a specific group of unionized employees to problem solve on a variety of issues.	Negotiates binding agreements on behalf of the University in accordance with University and organization objectives.	Applies highly advanced labor relations concepts to represent the organization's objectives at the bargaining table and has authority to make binding agreements with local unions, utilizing an understanding of organization goals and priorities.	Applies expert labor relations concepts to represent the organization's objectives at the bargaining table and has authority to make binding agreements with all unions, utilizing an understanding of systemwide goals and priorities.
Key Resp 02	Works in a collaborative manner with others to communicate and negotiate effectively, with guidance.	Works in a collaborative manner with diverse entities across the organization.	Assists during local negotiations in various bargaining units.	Conducts and guides local negotiations in various bargaining units.	Leads all levels of negotiations in various bargaining units.
Key Resp 03	Learns to complete basic case analyses and research.	Analyzes situations that are moderate in scope and complexity and a variety of factors to determine most effective bargaining strategy.	Analyzes situations where there is impact beyond a single location involving a variety of factors to determine most effective bargaining strategy.	Represents the organization as a participant in systemwide bargaining, and has authority to commit the organization to systemwide agreements.	Represents the system in systemwide bargaining, and has authority to commit UC to systemwide agreements.
Key Resp 04	Under direct supervision advises managers on contract application.	Ensures managers are in compliance with policies and contract provisions.	Works to build consensus in a collaborative manner among diverse entities (for example, organization management, employees, and union representatives).	May lead a team to build consensus in a collaborative manner among diverse entities (for example, organization management, employees, and union representatives).	Functions as a team leader to build consensus in a collaborative manner among diverse entities (for example, management, employees, and union representatives).
Key Resp 05	Assists in the preparation of reports concerning the type and frequency of problems and their solutions.	Prepares reports concerning the type and frequency of problems and their solutions.	Responsible for administering collective bargaining agreements and for interpreting the agreements.	Responsible for administering highly complex collective bargaining agreements and for interpreting the agreements.	Responsible for administering extremely complex collective bargaining agreements and for interpreting the agreements.
Key Resp 06		Prioritizes work assignments, conducts moderately complex analyses and develops resulting recommendations.	Works collaboratively to recommend organization position on settlement options.	Works with senior management to recommend organization position on settlement options.	Works with all levels of management to recommend position on settlement options.
Key Resp 07			Advises organization managers and human resource professionals on labor relations and employment law implications relating to complex individual and organization-wide issues or courses of action.	Advises organization managers and human resource professionals on labor relations and employment law implications relating to highly complex individual and organization-wide issues or courses of action.	Advises organization managers and human resource professionals on labor relations and employment law implications relating to extremely complex individual and systemwide issues or courses of action.
Key Resp 08			Works in a highly collaborative manner with others across the organization, external contacts of significance, and members of organization management	Works in a highly collaborative manner with others across the organization, external contacts of significance, and members of organization management	Represents the organization in proceedings, grievances and arbitrations.

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			at all levels.	at all levels.	
Key Resp 09			Conducts and guides complex and varied analyses of issues and develops resulting recommendations.	Leads and conducts highly complex and varied analyses of issues or concepts and develops resulting recommendations.	Leads and conducts extremely complex and varied analyses of issues or concepts and develops resulting recommendations.
Key Resp 10				Functions in a lead capacity.	Functions in a lead capacity.
Key Resp 11					
Key Resp 12					
Key Resp 13					
Key Resp 14					
Key Resp 15					
Education 1	Bachelor's degree in related area and / or equivalent experience / training.	Bachelor's degree in related area and / or equivalent experience / training.	Bachelor's degree in related area and / or equivalent experience / training.	Bachelor's degree in related area and / or equivalent experience / training.	Bachelor's degree in related area and / or equivalent experience / training.
Education 2					
Education 3					
Education 4					
License 1					
License 2					
License 3					
License 4					
Cert 1					
Cert 2					
Cert 3					
Cert 4					
Spec Cond 1					
Spec Cond 2					
Spec Cond 3					
Spec Cond 4					
KSA 01	Acquiring knowledge of organizational policies and procedures and knowledge of functional area.	Demonstrates analytical skills to conduct analysis and develop recommendations, demonstrating organization and problem-solving skills.	Possesses strong analytical skills to conduct analysis and develop recommendations, demonstrating organization and problem-solving skills.	Possesses advanced analytical skills to conduct analysis and develop recommendations, demonstrating organization and problem-solving skills.	Possesses expert analytical skills to conduct analysis and develop recommendations, demonstrating organization and problem-solving skills.

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KSA 02	Acquiring analytical skills to conduct analysis and develop recommendations.	Knowledge of organizational policies and procedures.	Demonstrates thorough knowledge of organizational policies and procedures.	Demonstrates advanced knowledge of organizational policies and procedures; advanced knowledge of functional area and understands how work impacts other areas in Human Resources and the organization.	Demonstrates expert knowledge of systemwide, campus and / or medical center policies and procedures; expert knowledge of functional area and understands how work impacts other areas in Human Resources and the system.
KSA 03	Is developing knowledge of labor / employment law and techniques of labor negotiations.	Knowledge of labor / employment law.	Knowledgeable regarding labor / employment law and the principles and techniques of labor negotiations.	Has advanced knowledge of labor / employment law and the principles and techniques of labor negotiations.	Has expert knowledge of labor relations function and other subject areas of human resources.
KSA 04	Acquiring knowledge of applicable federal and state laws regarding employment related matters.	Knowledge of applicable state and federal laws and court decisions regarding employment related matters.	Has knowledge of applicable state and federal laws and court decisions regarding employment related matters. Able to apply effective bargaining strategies in order to ensure successful outcome for all parties.	Has advanced knowledge of applicable state and federal laws and court decisions regarding employment related matters.	Exhibits expert knowledge of legal requirements needed to minimize exposure.
KSA 05	Acquiring knowledge of other areas of human resources, such as compensation, employee relations, and employee benefits.	Knowledge of other areas of human resources.	Thorough knowledge of other areas in human resources.	Has advanced knowledge of other areas in human resources; capable of developing, interpreting, implementing and administering organization-wide human resources policies and processes.	In-depth knowledge of other areas in human resources; capable of developing, interpreting, implementing and administering organization-wide human resources policies and processes.
KSA 06	Requires effective interpersonal skills.	Demonstrates skills relating to bargaining strategies that will lead to desired outcomes for multiple entities.	Demonstrates the strong skills necessary to bargain and represent the university's interests effectively.	Demonstrates the advanced level skills necessary to bargain and represent the university's interests effectively.	Demonstrates the expert level skills necessary to bargain complex issues involving significant costs to the university and represents its interests effectively.
KSA 07	Acquiring ability to handle difficult or volatile situations / individuals effectively.	Knowledge of the principles of advocacy in order to represent the organization in various dispute forums.	In-depth knowledge of the principles of advocacy in order to represent the organization in various dispute forums.	Demonstrates advanced knowledge of the principles of advocacy in order to represent the organization in complex and sensitive dispute forums.	Possesses highly developed skills to provide guidance to managers and employees on complex and significant labor relations issues.
KSA 08		Demonstrated interpersonal skills.	Position may require specialized knowledge within labor relations field.	Possesses specialized knowledge within labor relations field.	Demonstrated success in developing and administering performance management systems.
KSA 09		Demonstrated ability to handle difficult or volatile situations / individuals effectively.	Demonstrated ability to handle very difficult or volatile situations / individuals effectively.	Demonstrates ability to lead and mentor other labor relations professionals. Demonstrated ability to handle extremely difficult or volatile	Demonstrated ability to handle the most difficult or volatile situations / individuals effectively. Demonstrates skills and abilities in conflict and change

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				situations / individuals effectively.	management.
KSA 10					Has highly developed written, verbal and presentation skills for presenting and communicating complex information to managers at varying levels in the organization on labor relations issues.
KSA 11					Has expert knowledge of dispute resolution and grievance procedures and expert knowledge of administering and ensuring adherence to labor / union contracts.
KSA 12					
KSA 13					
KSA 14					
KSA 15					
Environment	Campus, medical center or other university setting and various external venues.	Campus, medical center or other university setting and various external venues.	Campus, medical center or other university setting and various external venues.	Campus, medical center or other university setting and various external venues.	Campus, medical center or other university setting and various external venues.
Career Path 1	Labor Relations Rep 2	Labor Relations Rep 3	Labor Relations Rep 4	Labor Relations Rep 5	Labor Relations Mgr 1
Career Path 2				Labor Relations Mgr 1	Labor Relations Mgr 2
Career Path 3					
Career Path 4					
Career Path 5					
Career Path 6					