**Position: Employee Relations Specialist**

Office Location: Toledo, OH

Reports to: VP of Human Resources

POSITION SCOPE: The Employee Relations Specialist acts as a liaison between employer and employee, overseeing employee relations. This involves receiving and effectively handling employee complaints, escalating these complaints to the appropriate level of disciplinary action when necessary, updating employees with any changes in company policy, advising supervisors on treatment of staff and company policies, responds to employee violations of policy and generally helps to resolve conflicts in the workplace.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

* Communicates HR policies, procedures and employment laws to management and employees
* Makes recommendations for the development and enhancement of policies, processes, procedures, and forms by evaluating efficiency of current business practices and responding to changes in administrative systems, federal and state law, and department policy.
* Maintains compliance with Federal and State employment laws and regulations
* Participates in the ADA interactive process
* Coordinates the employee engagement survey process by delivering the surveys, conducting survey feedback meetings, and following up on related action plans
* Coordinates employee events like the company picnic, Christmas party, and other employee activities
* Facilitates the layoff, termination or departure process of employees, who leave the company
* Conducts exit interviews for terminated employees
* Provides feedback regarding trends revealed in exit interviews, employee surveys, etc.
* Investigates sexual harassment and other complaints of unacceptable actions and behaviors
* Conducts other investigations as directed
* Completes other duties, as assigned
* Coordinate with other departments and help manage the disciplinary process

**KNOWLEDGE, SKILLS & ABILITIES:**

* Must have excellent listening skills and ability to understand, counsel, and advise employees, supervisors, managers and directors
* Must be able to communicate effectively and efficiently with all levels of the company
* Ability to interact effectively with all levels of the company
* Ability to work independently and efficiently
* Ability to research issues and made recommendations consistent with HR standards, procedures and employment laws
* Strategic thinking with effective project management, facilitation and presentation skills
* Flexibility to work with a diverse range of people and establish effective, healthy, and professional working relationships
* Strong organizational skills with excellent attention to detail and accuracy
* Solid time management skills & ability to multi-task
* Ability to maintain confidential information
* Strong problem-solving skills, interpersonal skills and ability to develop working relationship with the business leaders within the company

**MINIMUM REQUIREMENTS:**

* Bachelor’s degree in Human Resources, Industrial & Organizational Psychology, Human Relations, Business Administration, Communication or related field. Experience in lieu of education may be considered.
* 3 – 5 years of experience in a role requiring employee relations in a non-union environment.
* Proficiency with MS Office (Word & Excel) & other office productivity tools (email, calendars, etc.)
* Desire to work in a fast paced, open, entrepreneurial environment

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