

STAFF ASSISTANT (LABOR RELATIONS)

DISTINGUISHING FEATURES OF THE CLASS: Under the supervision of the Director of Labor Relations, the incumbent of this position is responsible for providing administrative and clerical support to enable the implementation, coordination and follow-up on bargaining agreements, and keeping records on all problems, disputes, grievances and interpretations of those agreements. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Prepares confidential reports and charts regarding salaries and benefits used for collective bargaining; Contacts other public and private agencies for the necessary information; Prepares the reports or surveys from the information received to be presented at collective bargaining sessions;

Investigates emergency sick leave bank requests for determination of eligibility to be made by the Director of Labor Relations; Reviews information which is received from employees via labor unions and investigates data which is then relayed to the Director of Labor Relations so that a determination of eligibility can be made;

Gathers information needed for third stage grievance hearings and arbitration's by contacting department managerial personnel;

Drafts and prepares correspondence for the Director of Labor Relations; Prepares correspondence to grievance informing them of third stage grievance hearings; Prepares memoranda to Department Heads for union release time for employees; Drafts memoranda on the terms agreed to in collective bargaining;

Responds to telephone inquiries from employees regarding established policies and procedures; Answers questions presented by employees regarding tuition reimbursement, emergency sick leave bank, etc.;

Answers telephone calls, takes messages and provides routine information;

Opens mail, determines date, stamps it and attaches related materials for the review by the Director of Labor Relations;

Maintains confidential files regarding union/management correspondence on bargaining positions, meetings, and sessions;

Proofreads collective bargaining agreements for the signature of the Director of Labor Relations;

Uses computer applications or other automated systems such as spreadsheets, word-processing, calendar, e-mail and database software in performing work assignments;

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive).

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the collective bargaining process, including grievance procedures; good knowledge of standard office procedures; knowledge of research methods; ability to gather, organize and analyze data; ability to effectively use computer applications such as spreadsheets, word-processing, e-mail and database software; ability to establish and maintain effective working relationships; ability to communicate effectively, both verbally and in writing; dependability; resourcefulness; tact; discretion; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and five years of experience where the primary function of the position was clerical, staff or administrative support experience, two of which must have been in support of Labor Relations administration. Some examples of Labor Relations activities include contract negotiations, arbitration, employee grievances, contract interpretation, etc.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to three years of the above stated general clerical, staff or administrative support experience. No substitution is allowed for the two years of specialized experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.