

Employee Relations Analyst Expectations

Responsiveness

Honor all commitments. If an action cannot be completed by the promised date, advise the customer in advance.

Respond to voice mail messages and return phone calls in a timely manner. Normally, you should reply within 24 hours

Respond to letters/memos from managers, employees and unions in a timely manner. If a response cannot be made due to missing information, respond by saying that you are waiting for information and will respond by a time certain.

Communication

Keep me informed of any significant issues or developments. In my absence, inform Donna Vaillancourt.

Keep customers apprised of new developments in cases.

Update Case Management cases regularly on the joint Case List (in Shared – DATAMNT, Case_Mgmt).

Teamwork

Work closely with EEO/ADA, Risk Management, Personnel Analysts and County Counsel on cases/issues of joint interest.

Advise EEO/ADA and/or Risk of any new cases or new development in ongoing cases which have EEO, ADA, FMLA and/or Workers Comp implications.

Planning & Organization

Prepare case files and enter/update them in CaseTrak in a timely manner. Document case files in a complete manner so that anyone picking one up can see what has been done. Maintain files so that they can be accessed in your absence.

Prepare draft work plans for all project work and discuss plans with me. Regularly update work plans to indicate accomplishments and changes.

Prepare a weekly calendar of all appointments through Groupwise. Update your Groupwise calendar throughout the week.

If you will be out of the office, leave a message to this effect. When on vacation, or out of the office for several days, leave a message referring callers to the appropriate coverage.

Quality of Work

Model the concept of completed staff work. Make a recommendation, provide the reason for the recommendation, and have supporting rationale available.

All reports, letters and memoranda which you send out reflect on HRD and should represent the highest level of quality work in terms of accuracy, appropriate tone, spelling and grammar.

Maintain the highest level of integrity in your actions. We provide a model to managers, supervisors and employees within HRD and throughout the County. Model the behavior you want others to exhibit.

Before making a recommendation or taking an action, carefully consider the impact. How does it impact other departments and bargaining units? Is it consistent with the MOU's? How will the action impact future negotiations?