



POSITION DESCRIPTION

Employee Relations Business Partner

Reports to: Director of People Strategy

Position Status: Exempt

Supervises: No one

Effective Date: 9/28/23

GENERAL SUMMARY

The Employee Relations Business Partner (ERBP) is responsible for completing impartial internal investigations, facilitating, and executing disciplinary action and termination, and ensuring equitable treatment of employees at all levels of the organization. Acts as a subject matter expert and resource in partnering with key stakeholders on complex employee relations issues to ensure consistent and equitable application of policies and procedures. Assists the Director of People Strategy in the development, recommendation, and implementation of approved organization-wide employee relations strategies, policies, and practices. Areas of focus include performance management and corrective actions investigations, accommodations, and matters related to escalated leave of absence/workers' compensation return to work issues. The ERBP will provide recommendations to leadership for increasing employee satisfaction, engagement, and organizational effectiveness and will develop and implement related strategies. The individual in this position must be able to navigate ambiguity, manage multiple competing deadlines and priorities, and be comfortable navigating critical conversations.

DUTIES AND RESPONSIBILITIES

1. Provides guidance and knowledge of human resources technical, legal, and regulatory environments, and develops, recommends, and implements approved organization-wide employee relations policies and practices.
2. Provides consultation to leadership, business units, and human resources generalists/specialists on complex employee relations issues to ensure uniform and equitable application of policies and procedures.
3. Advises leadership and human resources generalists/coordinators on performance management and corrective actions which may result in disciplinary measures or termination of employment.
4. Collaborates with human resources generalists and team members on leave of absence functions to resolve complex leave, workers' compensation, and accommodation matters.

5. Investigates escalated employee complaints and resolves grievances and conflicts in collaboration with firm leadership and human resources team members.
6. Identifies, develops, and makes recommendations that meet strategic objectives of the department in areas such as performance management, diversity & inclusion, employee engagement, and turnover reduction.
7. Manages, records, and tracks relevant documentation related to employee performance and disciplinary action while ensuring conformance to policy and consistency of practice.

JOB CONDITIONS

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in an office environment, clinical dialysis unit, physician offices, other healthcare organizations, and other community settings. Must have transportation available and requires a valid Washington driver's license and the use of a properly licensed and insured personal vehicle for on-demand travel between clinics (mileage is reimbursed).

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination. Must have strong visual acuity to read, inspect information on monitors, inspect technical documents, and to work extensively with data on a PC.

Physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally, and up to 10 pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required.

PLANNING

Planning duties are based on established procedures and practices. The position is responsible for his/her day-to-day tasks and prioritizing assignments.

CUSTOMER SERVICE STANDARDS

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.

4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

EDUCATION AND EXPERIENCE

Requires a bachelor's degree and 3+ years of experience working in an Employee Relations Business Partner position or Human Resources Business Partner position with heavy focus on employee relations and investigations. Must have exceptional written and verbal communication skills with demonstrated ability to build relationships and influence others. Must have demonstrated knowledge and understanding of federal and state employment laws. Experience with multi-state employment laws preferred. Experience with HRIS Analytics and ADP strongly preferred.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

Janelle Ansell _____ 8/16/23
Director of People Strategy _____ Date