

COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 6007
Job Title: Hearing Officer
Salary Grade: 20
Bureau: Human Resources
Department: Human Resources
Dept. Budget No. 032
Position I.D. 9500651
Shakman Exempt

Characteristics of the Position

General Overview

Under the general supervision of the Deputy Bureau Chief of Human Resources/Director of Labor Relations and the Deputy Director of Labor Relations, acts as a liaison on behalf of County management in serving as hearing officer or mediator for union grievance hearings, resolution meetings, and other Labor/Management activities. Provides assistance to Labor Counsel on matters related to arbitrations and other labor related litigation. Researches information from past grievance files, personnel records, salary grades of specific union job classifications and previous union labor agreement information.

Key Responsibilities and Duties

Acts as the hearing officer in connection with union grievances, schedules grievance hearings, coordinates hearings with necessary parties, interprets collective bargaining agreements and work force policies, and issues decisions.

Acts as a mediator in grievance resolution meetings in an effort to resolve third step grievances prior to arbitration, coordinates and conducts labor management meetings, interprets collective bargaining agreements, and makes recommendations for resolution.

Serves as an informational resource for union contract negotiations by conducting research and furnishing reference documents and statistical data to the management negotiating team.

Analyzes trends in labor relations and other work force data to proactively identify work environment concerns, risks and training opportunities, as well as make recommendations for changes to collective bargaining agreements and policies.

Supports supervisors with labor related matters, including interpretation of collective bargaining agreements and policies, and assists with implementation.

Analyzes data concerning discipline and grievances and consults with labor relations management staff to determine management and supervisory training needs regarding labor relations. May prepare statistical reports related to the grievance procedure.

Assists the Labor Counsel on matters related to arbitrations and other labor related litigation by researching past grievances, collecting documents, or corresponding with potential witnesses.

Performs other duties as assigned.

Maintains and ensures a high degree of confidentiality in all of the above matters.

Knowledge, Skills and Abilities

Skill in interpreting and applying collective bargaining agreement provisions, County Personnel Rules, and departmental rules and policies.

Knowledge of or ability to quickly and effectively grasp and utilize County policies, protocols and technical vernacular used throughout each union labor agreement for the County.

Knowledge of Cook County labor relations functions, principles, techniques, contract terminology, office practices and procedures

Thorough knowledge of business communication principles and techniques, contract terminology, office practices and procedures relative to labor relations.

Skill in resolving labor grievances.

Skill in presiding over third step grievance hearings and issuing well-reasoned decisions on the same.

Skill in analyzing text of contractual labor agreements.

Skill in the use of the art of diplomacy and confidentiality with arbitrators, attorneys, County employees, County managerial personnel and union representatives.

Ability to communicate effectively with tact and courtesy, to conduct oneself in a professional manner. Good communication skills; ability to gather information from others and make inquiries; ability to convey information and explain or describe County policy and procedure to others in person or by telephone.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor's degree PLUS a minimum of three (3) years of experience in Business or Public Administration or Labor Relations **OR**, an equivalent combination of professional work experience, training and education.

Preferred Qualifications

Master's degree in Business Administration, Public Administration, Labor/Industrial Relations or Human Resources.

Five (5) years' experience in Labor Relations.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

Revised: 2/27/2013