



Office of Human Resources
HR Labor Relations Director – CH3533

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General Statement of Duties

Leads and directs the human resource labor relations division and provides expert guidance to the Office of Human Resources (OHR) team overseeing all citywide labor relations activities, compliance, and staff while advising and counseling citywide leadership in collective bargaining interpretation, enforcement, and labor relations strategy.

Distinguishing Characteristics

This HR Labor Relations Director provides counsel and leadership to the Office of Human Resources (OHR) team in all areas of labor relations, including but not limited to: dispute resolution, negotiation and collective bargaining, implementation of collective bargaining agreements, grievance resolution and case management, disciplinary hearings, and arbitration proceedings. Advises OHR and senior leadership in collective bargaining interpretation and labor relations strategy. Ensures that collective bargaining agreements (CBAs) are consistently enforced across the City and County of Denver (CCD) through training, effective communication, and collaboration with all relevant stakeholders. Works closely within OHR to ensure OHR policies are not in conflict with collective bargaining agreements. Collaborates with the City Attorney's Office (CAO) and Mayor's Office. This position reports to executive leadership at OHR but works closely with the mayor's office as needed to lead the above responsibilities.

This classification is distinguished from the HR Director classification that leads the human resource function for assigned independent agency or that leads an HR Service Team(s) for the agencies under the mayor. Develops strategies, sets budgets, and allocates resources. Serves as a member of agency's senior leadership team.

This classification is also distinguished from the Executive Director of the Office of Human Resources that leads comprehensive citywide human resources functions by establishing a multi-year vision and strategic plan for the Office of Human Resources while ensuring alignment with the city's broader people strategy goals and objectives.

This classification is also distinguished from the Deputy Executive Director of the Office of Human Resources that directs comprehensive citywide human resources operations by ensuring establishment and attainment of goals and objectives for the Office of Human Resources.

Essential Duties

Develops, directs, and maintains effective working relationships with all levels of union, internal OHR team and OHR leadership while providing strategic as well as day-to-day leadership to the OHR team with regard to the administration of the collective bargaining agreements.

Negotiates, interprets, and administers collective bargaining agreements as part of citywide bargaining teams. Represents OHR in collective bargaining negotiations.

Advises and guides HR Service Teams to coach leaders to effectively manage labor relations tools and processes in an effort to create and maintain a strong culture of engagement, development, and retention. Partners with OHR leadership to formulate labor relations strategies to achieve business objectives. Advises human resources divisions such as Talent Acquisition; Classification and Compensation; Benefits, Wellness, and Leave; Investigations, etc. in matters pertaining to union-represented employees. Participates in OHR initiatives, projects, and programs that impact unionized employees.

Represents and guides the OHR Service Team at all proceedings as it pertains to union relations including disciplinary investigations, hearings, and arbitrations. Develops strategies with the OHR Service Teams to administer responses to grievances in collaboration with the CAO. Represents the organization in grievances and arbitration, and seeks to resolve disputes between workers and management. Partners with the CAO and outside counsel in risk assessment, arbitration hearings, and legal matters pertaining to unionized employees and prepares reports, documentation, and other materials as needed.

Contributes to union relations strategies and plans as they integrate with citywide and agency business goals. Collaborates with the CAO on contract language interpretation and other union policies, practices, and procedures.

Applies sound judgment and decision-making in the best interest of maintaining amicable labor-management relations. Establishes and maintains productive and positive relationships with key union representatives and interfaces with union leaders.

Ensures compliance with federal, state, local laws, statues, career service rules, and collective bargaining agreements. Supervises all compliance functions as they pertain to labor agreements, procedures, processes, etc.

Provides input in the development and management of the Labor Relations budget.

Performs “core” operational level management by directing functional and/or operational areas for a division. Represents the division’s positions, initiatives and interests with a focus on the delivery of superior customer service; ensures staff is sufficiently knowledgeable and dynamic regarding customer service protocols and performance expectations.

Works with the management team and staff to recommend strategic initiatives, goals, and objectives for the division and once approved, to implement them. Directs the performance of the division by implementing the strategic plan, and the associated division level key performance indicators (KPIs). Develops and implements strategies for optimizing performance of the division with the goal of meeting or exceeding the established KPI performance benchmarks.

Establishes and implements division’s standards, procedures, systems and guidelines. Provides expertise and consultative guidance to internal and external stakeholders as assigned which may include elected and appointed officials, citizens, and members of the business community.

Implements policies, programs, operating procedures and practices for the division and effectively manages operating costs. Ensures all budgets remain at or below established targets.

Coaches, mentors, and challenges staff. Champions continuous improvement, including devising new strategies and new opportunities. Leads staff development initiatives that include training, development, and succession planning.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Fosters an atmosphere of innovation in order to challenge the organization to think creatively, especially as it relates to positive citizen and customer experience opportunities.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

Thinking Strategically - Thinks strategically and promotes best practices and leading-edge ideas.

Knowledge & Skills

Knowledge of laws, rules, regulations, case law, principles, and practices related to employee conduct, performance, and dispute resolution.

Knowledge of hiring, classification, benefits, labor relations, negotiation, and federal, state and local employment regulations.

Knowledge of federal and state laws and regulations with respect to U.S. Department of Labor laws as it relates to FMLA, ADA, HIPAA and Workers Compensation and National Labor Relations Board regulations, processes, etc.

Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

Level of Supervision Exercised

Directs a human resources division by supervising managers, supervisors, and may supervise individual contributors.

Education Requirement

Bachelor's Degree in Business Administration, Human Resources, or a related field.

Experience Requirement

Five (5) years of professional level human resources experience at the type and level of functional or operational management, which must have included management of subordinate supervisors.

Education & Experience Equivalency

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to long, irregular hours.
Subject to pressure for multiple calls, inquiries, and interruptions.
Subject to varying and unpredictable situations.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Oral Comprehension: Ability to discern the meaning of oral speech.
Sitting: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check
Education Check
Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-17
FLSA Code: Y
Established Date: 12/22/2024
Established By: BM
Revised Date:
Revised By:
Class History: New classification.