

CALIFORNIA STATE UNIVERSITY, FRESNO

Position Description Form

Employee Name:	_____	Fresno State ID #	_____
Classification:	<u>3318 – Administrator I</u>	Working Title:	<u>Academic Employee Relations Manager</u>
Prepared By (MPP/Chair):	<u>AVP for Faculty Affairs</u>	Department:	<u>Faculty Affairs</u>
Bargaining Unit: <u>M80</u>	FLSA Status: <u>Exempt</u>	Date Prepared:	<u>July 2024</u>

POSITION DESCRIPTION

Overview:

Under the general direction of the Associate Vice President for Faculty Affairs, the Academic Employee Relations (AER) Manager works independently and applies sound judgment in developing solutions to complex employee relations matters, cases, and programmatic items. To perform these duties satisfactorily, the incumbent must possess advanced and comprehensive knowledge and understanding of employment laws, collective bargaining agreements (CBAs), legislation, policies and procedures, and workplace investigations.

The Academic Employee Relations Manager is responsible for the employee relations and labor relations functions for the California Faculty Association (Unit 3) and UAW Academic Student Employees (Unit 11) Collective Bargaining Agreements. This position participates in academic employee labor contract administration, grievance/complaint processing, workplace investigations, and the development and implementation of programs to assist academic administrators in dealing effectively with labor and employee relations matters. This position provides guidance to all levels within the organization, utilizing specialized academic employee and labor relations experience to resolve questions, concerns, and grievances for a large, complex organization creatively and effectively. The Academic Employee Relations Manager collaborates with campus stakeholders to develop and implement solutions to foster a fair, respectful, and inclusive work environment.

The Academic Employee Relations Manager serves as a resource for faculty, department chairs, associate deans, and deans who may seek support and guidance regarding workplace concerns. This position requires a comprehensive understanding of strategies such as coaching and counseling techniques, facilitation/mediation, conflict resolution, corrective action, performance improvement planning, and other approaches to address employee relations concerns.

The Academic Employee Relations Manager is a member of the Faculty Affairs leadership team and supports the department's efforts in setting a professional, caring, and human-centered tone in all interactions with the campus community.

Major duties of the job include:

- Provides ongoing guidance to managers, supervisors, and department chairs on ensuring that the substantive and procedural requirements of the collective bargaining agreements (CBA) are being met. Interprets CBA provisions and researches issues relative to contract interpretation and administration.
- Serves as a resource for academic employees regarding formal and informal grievance and complaint procedures. Provides advice and support regarding effective strategies for resolving workplace disputes.
- Develops and presents training programs for the campus in the areas of employee and labor relations in accordance with CSU and campus policies.
- Serves as the liaison with CFA and UAW and participates in the weekly Labor/Management meetings.
- Coordinates communication involving CBA updates, as needed.
- Independently and/or in collaboration with other appropriate administrators, conducts intake meetings, hears, investigates, reviews, and prepares reports and responses to complaints and grievances within the parameters contained in applicable CBAs, university policies, and procedures.
- Manages grievances, workplace investigations, mediations and interventions, corrective and disciplinary action, terminations, etc.

CALIFORNIA STATE UNIVERSITY, FRESNO
Position Description Form

- Prepares risk assessments for employee personnel actions to determine the appropriate level of corrective action and/or discipline.
- Responsible for ensuring that records are maintained and organized for grievance actions, formal investigations, and complaints, as well as ensuring compliance with CBA and statutory requirements.
- Assists as needed with employee exit interviews, provides support on workplace climate assessments and provides guidance on the implementation of recommended strategies.
- Consults with the AVP for Faculty Affairs and promotes proactive approaches to solving complex employee relations-related issues while ensuring compliance with laws and in conjunction with upholding the mission and values of the University.
- Supports the AVP for Faculty Affairs as a liaison in Labor Management Committee (LMC) meetings with the applicable unions in an effort to discuss and resolve specific issues, in "meet & confer" meetings, and assists with arbitration hearings.
- Fosters and maintains working relationships within the university and community in a manner that will enhance and further the objectives of the Faculty Affairs Department and Division of Academic Affairs.
- Serves, as assigned, on university and CSU committees and task forces when the individual's skills and expertise are considered beneficial.

Secondary duties of the job include:

- With oversight from the Associate Vice President for Faculty Affairs, assists in responses to complaints filed with external regulatory agencies (e.g. OCR, EEOC, DFEH, DOL, etc.).
- Other duties as assigned.

Supervisory Responsibility:

Who supervises this position:	AVP of Faculty Affairs
Who is responsible for completing the performance appraisal:	AVP of Faculty Affairs
What other classifications does this position supervise:	N/A

Minimum Requirements: Knowledge, Skills, and Abilities:

Knowledge of:

- Working knowledge of applicable state and federal employment laws and regulations.
- Advanced knowledge of collective bargaining contract administration.
- Demonstrated proficiency and ability to effectively use common computer and technology programs and related computer software packages (e.g., Google Suite, Zoom, etc.).
- General knowledge of the effective methods of organizational management and the principles and practices of human resources management.

Skill/Ability to:

- Excellent communication and interpersonal skills (including being a good listener) to interact and communicate effectively with campus and external constituencies, both verbally and in writing.
- Advanced time management skills with the ability to manage multiple projects independently in a fast-paced organization with competing priorities and distractions.
- Strong critical thinking, analytical, research, problem-solving, and conflict resolution skills.
- Strong negotiating skills to settle issues and maintain harmony in teams.
- Ability to effectively resolve disputes and complaints through mediation and negotiation.
- Ability to interpret and analyze collective bargaining agreements and solve complex problems arising within the context of those agreements.
- Write investigatory reports, business correspondence, procedure manuals, position statements, and grievance responses.
- Effectively present information and respond to questions from groups of managers, labor unions, and the general public.
- Ability to define problems, collect data, establish facts and draw valid conclusions, and to interpret applicable law.
- Ability to establish and maintain effective working relationships and to lead and motivate staff.

CALIFORNIA STATE UNIVERSITY, FRESNO
Position Description Form

- Understand and analyze employment concerns, maintain objectivity and fairness, and treat confidential matters responsibly.
- Deep understanding and demonstrated commitment to diversity, equity, and inclusion practices.
- Ability to empathize and understand the perspectives of others from different backgrounds and cultures.

Education and Experience:

- Bachelor's degree in Human Resources or a closely related field.
- At least five years of progressively responsible human resources or related academic personnel experience.
- Demonstrated experience in a collective bargaining environment.
- Demonstrated experience with effective conflict resolution.

Preferred Skills:

- Master's degree and/or law degree from an accredited institution.
- PHR/SPHR certification.
- Experience in a higher education and/or public agency setting.

SPECIAL CONDITIONS OF EMPLOYMENT AND POSITION DESIGNATIONS:

- The person holding this position is considered a “mandated reporter” under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in [CSU Executive Order 1083](#) as a condition of employment.
- This position will have a duty to report to the Campus Title IX Officer information pertaining to victims of sex discrimination, sexual harassment, sexual misconduct, dating/domestic violence, and stalking as required by [CSU Executive Order 1095](#).
- This position is a "designated position" in the California State University's Conflict of Interest Code. The incumbent of this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.
- Pursuant to the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act) and CSU systemwide policy, this position has been designated as a Campus Security Authority (CSA). CSAs are required to complete Clery Act training and to immediately report Clery incidents to the institution.

SIGNATURES

My signature denotes that I have reviewed the duties, responsibilities, and functions outlined on the position description form and that it is an accurate statement of the duties and responsibilities assigned to this position. The position description is intended to describe the general content and essential requirements for the position and is not an exhaustive statement of duties. Management has the exclusive right to alter this position description.

Print Name	Signature	Date
Employee:		
Supervisor:		
Appropriate Administrator:		

CALIFORNIA STATE UNIVERSITY, FRESNO
Position Description Form

Employee Name: _____
Department: Faculty Affairs

Position: Academic Employee Relations Manager
Date Prepared: July 2024

WORKING ENVIRONMENT

Check the appropriate box which most accurately describes the extent of the specific activity performed by the employee on a daily basis. If the activity is performed less than one (1) hour each day, check the N/A box.

PHYSICAL EFFORT

	Number of hours/day						Number of hours/day				
	N/A	1-2	3-4	5-6	7+		N/A	1-2	3-4	5-6	7+
1. Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	12. Lifting or carrying	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A. 10 lbs. or less	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	B. 11 to 25 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Bending Over	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	C. 26 to 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Crawling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	D. 51 to 75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Climbing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	E. 76 to 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Reaching overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	F. Over 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Crouching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13. Repetitive use of hands/arms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Kneeling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	14. Repetitive use of legs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Balancing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	15. Eye/hand coordination	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Pushing or pulling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
						Yes	No				
16. Driving cars, trucks, forklifts and other equipment						<input type="checkbox"/>	<input checked="" type="checkbox"/>				
17. Being around scientific equipment and machinery						<input type="checkbox"/>	<input checked="" type="checkbox"/>				
18. Walking on uneven ground						<input type="checkbox"/>	<input checked="" type="checkbox"/>				

MENTAL EFFORT

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Directing Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Using math/calculations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Talking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Working at various tempos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. Concentrating amid distractions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7. Remembering names	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. Remembering details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9. Making decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10. Working rapidly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11. Examining/observing details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12. Discriminating colors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENVIRONMENTAL FACTORS

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Inside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Outside	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Humid	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. High places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Hot	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Cold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Dry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9. Wet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Change of temp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Dirty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Dusty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Odors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Noisy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Working With others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16. Working around others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17. Working alone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>