

Title:	Effective Date:	Grade:	Job Category:
Employee Relations Coordinator	June 20, 2023	XIV	Professional
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CHARACTERISTICS OF WORK

This position is responsible for creating and promoting internal employee communications and fostering positive employee relations.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Plan, implement, and deliver professional and creative internal employee communications through a variety of methods, including electronic messaging, intranet content, written correspondence, presentations, and other methods as appropriate.
- Assist in resolving difficulties and conflicts between supervisors and employees including performance issues and other employee concerns.
- Represent the Department in unemployment appeal hearings.
- Administer internal surveys and prepare reports on the results.
- Coordinate programs and events to foster employee engagement.
- Proactively seek feedback from Department employees to help drive communications preferences.
- Plan, coordinate, and conduct employee orientation meetings and other employee trainings.
- Act as Committee Secretary for the Statewide and Central Office Advisory Committees.
- Coordinate award ceremonies and distribution of award certificates.
- Assist managers and employees with Human Resources systems such as the timekeeping system, hiring system, and other Department software applications as needed.
- Assist with reviews and investigations of personnel issues.
- Assist with annual performance evaluation process.
- Assist in researching and developing personnel policies and procedures.

MINIMUM REQUIREMENTS

Education and experience: The educational equivalent to a bachelor's degree from an accredited college or university in human resources management, organizational management, business administration, or related field, OR the educational equivalent to a high school diploma plus four years' experience in the field of human resources management. Compensation and/or human resources management experience desired.

Knowledge, skills and abilities: Ability to interpret and apply policies and procedures included in the Department's Personnel Manual and pay plan. Advanced knowledge of employment law and human resources management principles and practices. Ability to learn and adapt to new technology including multiple human resources information systems and software platforms. Above average analytical and mathematical abilities. Well-developed sense of urgency and follow-through. Effective oral and written communication skills and comfort working with managers and candidates at all levels of skill and experience. Working knowledge of Microsoft Office software.

Working conditions: Office environment.

Licenses, registrations and certifications: Driver's license.

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("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.