

STATE OF MONTANA

JOB DESCRIPTION

Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: HR Generalist Mediator/Investigator

Position Number: 54182006

Location: Helena

Department: Montana Department of Transportation

Program Area and Bureau: General Operations/People Operations

Job Overview:

This HR Generalist position manages personnel issues, mediation and investigations. The position also partners with leadership and manages the day to day operations of human resources tasks. This position consults, advises, and partners with management on personnel issues, performance management, recruitment and selection, discipline, drug testing, employee relations, training, VEBA, worker's compensation and safety.

Essential Functions:

Human Resources Operations - 55%

Provides professional level support, consultation, guidance and leadership for all human resource related functions. Partners with leadership through strategic partnerships to support the Division's or District's human resources need. Works closely with District or Division leadership to provide oversight and compliance.

Participates in Division/District management meetings and contributes through strategic partnerships, by supporting the overall department's mission and district or divisions goals.

Leads and conducts human resource or employee related investigations. Prepares investigative strategy, interviews potential witnesses, researches, and provides a written recommendation of the findings and conclusions to management.

Coordinates with Division/District leadership and managers and staff to evaluate and resolve confidential human resource issues related to employment, management, policies, and procedures.

Counsel employees with personnel problems and informs them of policies, procedures, and assistance programs to resolve delicate situations.

Coordinates with other appropriate department staff to investigate complaints, harassment, discrimination and employee discipline.

Supports the investigation of bargaining union grievances by gathering research, reviewing past practices, policies, and the collective bargaining agreements.

Collaborate with HROS Management regarding the current best practices in human resources, and agency policies and precedents to ensure that policies and procedures meet changing needs and are consistent with departmental wide practices.

Provides Mediation services as determined by the Human Resources Program Manager.

Evaluate and recommend modifications to proposed policies and rules and participate in policy development. Inform employees and managers of all changes in personnel policies and systems to ensure consistency and understanding among management and staff.

Reviews the performance management process to ensure that meaningful performance information is provided to employees and that performance is based on objective and job-related criteria. Provides technical training and advice to managers and supervisors in the development and administration of competency-based performance management and troubleshoots system errors.

Responds to Human Rights Bureau complaints and acts as a representative for the department.

Drug testing for pre-employment, post accidents, reasonable suspicion, and clearinghouse, coordinate random drug testing, for CDL positions, and ensure we follow the state and federal policies.

Investigation/Mediation - 40%

Investigate and monitor discrimination complaints under Title VII of the Civil Rights Act related to MDT programs and activities, involving MDT employees and applicants.

Data collection and reporting of complaints.

Meet with individuals inquiring about filing a discrimination complaint. Provide opportunity for mediation where a full investigation is not warranted. Coordinate with the management to determine the appropriate course of action.

Determine scope of investigation, gather and analyze appropriate documentation, conduct interviews, apply appropriate laws, and determine if complaint was supported. Prepare a clear and concise investigative report to summarize findings and present to management.

Monitor complaints pertaining to MDT employees or applicants filed with other entities, including the Equal Employment Opportunity Commission and Montana Human Rights Bureau.

Determine training needs related to the analysis of program complaints, investigations and outcomes. Present relevant training.

Other Duties as Assigned - 5%

Perform a variety of special projects, assist with VEBA, attend training and continuing education, and represent the division at conferences, meetings, and other events as assigned by the Administrator and/or Human Resources Manager.

Supervision

The number of employees supervised is: n/a

The position number for each supervised employee is: n/a

Physical and Environmental Demands:

Typical office environment

Travel varies based on work and agency needs

Knowledge, Skills and Abilities (Behaviors):

The position requires an advanced knowledge of the principles and practices of Human Resource Management and Public Administration. This includes knowledge of investigations, mediation, state and federal employment laws, labor relations.

The position requires knowledge of behaviors and performance, individual differences in ability, personality, and interests; learning and motivation; and assessment.

The position requires knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. The position requires knowledge of the principles and practices of public relations and business communications, and presentation and technical writing methods and techniques.

Skill in the operation of a personal computer and business software applications (word, spreadsheets, databases, TEAMS, etc.); project planning and administration; speaking persuasively; conciliating; discerning other's underlying concerns; diffusing volatile situations.

Critical thinking skills; use of logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; and skill in determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Ability to establish and maintain effective working relationships and credibility; to communicate effectively orally and in writing; to research, gather and analyze facts and circumstances and draw sound conclusions; to develop and interpret policy; to use discretion and judgment in handling confidential and sensitive information; to plan, organize, and gather investigative information; to

make professional judgments; and to take a reasonable, common sense approach to solving problems.

Minimum Qualifications (Education and Experience):

Related Bachelor’s Degree in Business or Public Administration, Human Resources, Communications or closely related field and two years of human resources related experience.

Experience may substitute for education.

Alternative qualifications may be considered.

Special Requirements:

List any other special required information for this position

- | | |
|--|--|
| ☐ Fingerprint check | ☒ Valid driver’s license |
| ☒ Background check | ☐ Other; Describe |

Union Code

Safety Responsibilities

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor	Title	Date
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Administrative Review	Title	Date
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My signature below indicates that I have read this job description.

Employee	Title	Date
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Human Resources Review

Job Code Title: Human Resources Generalist 2

Job Code Number: B17012

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

☐ FLSA Exempt

☒ FLSA Non-Exempt

☒ Telework Available

☐ Telework Not Available

☒ Classification Complete

☐ Organizational Chart attached

Human Resources:

Signature

Title

Date