

## Employee Relations Manager

Full-Time Position

Reports to: Director of Operations

Salary Range: \$80,000-\$93,500/year

### OVERVIEW

Missouri Housing Development Commission (MHDC) is the Housing Finance Agency for the state of Missouri. MHDC is responsible for administering numerous federal and state affordable housing-related programs targeted to Missourians with extremely-low to moderate incomes. MHDC works with many partners and stakeholders throughout the state of Missouri to fulfill MHDC's mission and goal to increase the availability of affordable housing through three main programmatic areas of affordable housing supply and demand needs: (1) Affordable Housing Development; (2) Single Family Homeownership; and (3) Homelessness Assistance.

### CULTURE

MHDC is a mission-driven organization providing affordable housing opportunities for extremely-low to moderate income Missourians. The organization offers a rewarding career in public service by providing the opportunity for dynamic, impactful and fulfilling work serving individuals and families across the entire state. MHDC is an organization with fewer than 150 staff and maintains a high staff retention rate. In recent years MHDC has embraced the transformation in the way work is completed and how organizations function. MHDC values staff input throughout exciting organizational improvements.

### BENEFITS

MHDC strives to be an employer of choice and offers competitive pay, flexible scheduling, life balance including time off, casual dress code, downtown location with paid parking, and extensive benefits. In addition, MHDC is a governmental employer, which may provide qualifying employment for the Public Service Loan Forgiveness Program (PSLF). Below are just some of the benefits that MHDC is able to offer to full-time employees:

- Hybrid Teleworking-eligible position after 90 days (minimum 3 days a week in office)
- Telework Technology and Equipment Provided
- Health Insurance with Immediate Coverage
- Flexible Work Schedule
- State of Missouri Pension
- Paid Covered Downtown Parking
- Prime Downtown Location
- Tuition Reimbursement
- Immediate Time-off Accrual and Use
- 3 Weeks Paid Time-off (annually)
- 3 Weeks Paid Time-off (medical)
- 13 Paid Holidays (annually)
- 6 Weeks Paid Parental Leave
- Paid Professional Licensure / Fees / Continuing Education
- Paid Professional Development Opportunities

### COMPENSATION

|                             | Low       | High      |
|-----------------------------|-----------|-----------|
| Annual Base Salary          | \$80,000  | \$93,500  |
| Annual Benefits Value       | \$62,007  | \$69,639  |
| <hr/>                       |           |           |
| TOTAL COMPENSATION VALUE:** | \$142,007 | \$163,139 |

\*\* Actual total compensation is based on benefits elections.

## **WORKING REQUIREMENTS**

- Hybrid Teleworking-eligible position after 90 days
- In-office at Home office (at minimum 3 days/week up to full-time after 90 days)
- Home office location in either downtown Kansas City, Missouri **or** downtown St. Louis, Missouri
- Periodic overnight travel to non-home office (~10%)

## **ROLES AND RESPONSIBILITIES**

MHDC is seeking a full-time Employment Relations Manager. This position will work closely with the Human Resources and Legal Departments to oversee employment policies and requirements, support employees in a positive and productive work environment, and investigate and facilitate the resolution of staff, supervisors, and managers' concerns. The manager will also act as a liaison to executive staff and outside stakeholders on relevant employment matters.

## **ESSENTIAL DUTIES**

- Provide guidance and direction on matters related to employee relations.
- Ensure fair and consistent enforcement of policies and practices, as well as legal compliance.
- Ensure corrective actions are executed in a fair and consistent manner.
- Evaluate and make recommendations to resolve employee concerns, conflicts, and grievances.
- Conduct internal investigations of highly sensitive and complex employment-related concerns to resolve issues fairly and consistently.
- Identify, organize, and facilitate training on employee relations topics to facilitate a positive work environment.
- Oversee risk assessment and mitigation, identify and resolve issues, and implement positive employee relations initiatives.
- Support, engage, and guide managers and supervisors to develop a positive learning environment.
- Assist managers and supervisors with staff issues or concerns and develop problem resolution strategies.
- Update, develop and train on relevant policies and materials as needed.
- Lead employee engagement projects and opportunities.
- Perform other related tasks as assigned.

## **EDUCATION AND EXPERIENCE**

- Bachelor's degree in Human Resources Management, Labor Relations, Business Administration, or closely related field.
- 7+ years of progressive Employee Relations experience, including significant experience conducting investigations; or equivalent combination of education and experience.
- Extensive applicable knowledge in various employment law areas, as well as extensive and detailed technical expertise and application of relevant human resources principles, theories and concepts.

## **SKILLS**

- Ability to effectively analyze and synthesize quantitative data and communicate results in a timely manner.
- Critical thinking and problem solving.
- Conflict resolution
- Ability to operate effectively independently, with limited direction.
- Comfortable making independent fact-based recommendations
- Utilize Microsoft office systems.
- Demonstrate excellent written and oral communication skills.
- Attention to detail.
- Speak competently to large and small groups.
- Openness and adaptability to quickly changing workloads and deadlines.
- Demonstrated ability to conduct thorough and factual investigations and present findings in a clear, concise, and persuasive format.
- Proven leadership skills with the ability to bridge and enhance cooperative working relationships.
- Proficiency in drafting contractual language, grievance decisions & internal/external correspondences.