

HUMAN RESOURCES INVESTIGATOR/EMPLOYEE RELATIONS

New Hanover County Schools

Job Description

Dept: Human Resources

TITLE: **HUMAN RESOURCES INVESTIGATOR/EMPLOYEE RELATIONS**

QUALIFICATIONS: (1) Licensed School Administrator or Bachelor's Degree and appropriate experience related to the duties of the position.
(2) Experience in conducting investigations including interview methods and techniques.
(3) Excellent written, verbal, and interpersonal communication skills.
(4) Ability to work independently and adhere to deadlines.

REPORTS TO: Assistant Superintendent of Human Resources

JOB GOAL: Is responsible for conducting prompt, thorough, and impartial investigations related to allegations of misconduct or poor performance by school system employees.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Conduct investigations of complaints alleging misconduct or poor performance by school system employees.
2. Create comprehensive written investigation reports that clearly identify the issues investigated, identify all relevant policies, and summarize all relevant evidence.
3. Act as a neutral third party investigator to ensure prompt, thorough, and impartial investigation of all cases.
4. Maintain confidentiality and professional relationships in dealing with sensitive confidential information.
5. Manage multiple, on-going and complex caseload of employee-related incidents, grievances and complaints.

6. Regularly update Human Resources Director on investigations and maintain timely communication with all parties.
7. Assist school administrators, as needed, on school-based Employee relations investigations.
8. Serve as a resource and provide guidance to school administrators regarding interpretation of applicable personnel policies.
9. Treat all constituents engaged in the complaint process with sensitivity and neutrality and exercise a high level of confidentiality.
10. Work with challenging individuals in a compassionate, professional and courteous manner.
11. Attend trainings and applicable professional development.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: 12 months

Starting Salary and/or Grade: Supervisor Salary Scale

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel

Knowledge, Skills and Abilities:

- Organization, synthesis and analysis of varied and complex information and problems.
- Effective oral and written communication of policies, procedures, and legal concepts.
- Ability to work with diverse academic, cultural and ethnic backgrounds of students and staff.
- Utilization of computer technology used for communication, data gathering, and reporting.
- Maintain appropriate confidentiality and ethical guidelines for local, state and federal laws, policies and statutes.