

**Human Resources Investigator-Employee Relations Supervisor  
New Hanover County Schools**

**Job Description**

**Class: Administrative**  
**Division: Human Resources**

**TITLE: Human Resources Investigator-Employee Relations Supervisor**

**QUALIFICATIONS:**

1. Licensed School Administrator or Bachelor's Degree in Criminal Justice or related field; or equivalent combination of law enforcement and employee relations experience.
3. Five or more years of experience conducting internal investigations preferred.
2. Other qualifications as the superintendent and board may find appropriate.

**REPORTS TO:** Assistant Superintendent of Human Resources

**JOB GOAL:** Provide leadership in conducting prompt, thorough, and impartial investigations related to allegations of misconduct or poor performance by school system employees; promote employee welfare through conflict resolution.

**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; serve as mediator to promote fair and equitable conflict resolution practices when necessary.
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 and track the resolution findings of each.
6. Regularly update the Human Resources Assistant Superintendent and Executive Director on investigations, public information requests and grievances, and maintain timely communication with all parties.

7. Act as liaison between school system and law enforcement agencies.
8. Assist school administrators, including school system's Title IX department, as needed, on school-based employee relations investigations.
9. Serve as a resource and provide guidance to school administrators regarding interpretation of applicable personnel policies.
10. Treat all constituents engaged in the complaint process with sensitivity and neutrality and exercise a high level of confidentiality.
11. Work with all individuals in a compassionate, professional and courteous manner.
12. Evaluate background checks for employees and volunteers.
13. Attend trainings and applicable professional development.
14. Perform other duties and responsibilities as requested by the Assistant Superintendent of Human Resources or Executive Director.

*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:** Twelve-month work year/At Will/FLSA Exempt

**Starting Salary and/or Grade:** SA II

**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:**

- Ability to communicate clearly and concisely, both verbally and written, with school personnel, employees, central office staff and the public while complying with the confidentiality requirements of local, state, and federal policies and statutes.
- Demonstrate knowledge of principles, procedures and practices of public personnel administration and legal concepts.
- Ability to organize, synthesize and analyze varied and complex information and problems.
- Ability to work with diverse academic, cultural and ethnic backgrounds of students and staff.
- Demonstrate functional knowledge of computers and all aspects of Microsoft Office Professional software and Google Suite; effectively utilize computer technology for communication, data gathering, and reporting.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.