

Employee Relations Manager Office of Human Resources, Pastoral Center

The Diocese of San Bernardino is a vibrant and diverse community of Roman Catholic Believers committed to bringing the Good News of Jesus Christ to all we encounter. We are guided by the core values of hospitality, collaboration, faith sharing, and reconciliation. Through the impact of the Gospel, we seek to fill lives with hope.

The Human Resources Office serves and supports all levels of ministry within the Diocese of San Bernardino by developing processes and procedures that balance employer requirements and human needs with Gospel values, diocesan policy and employment law in a proactive manner. This is demonstrated by proper administration of all benefits, relevant and fair recruiting practices, promulgation of safe environment policies, integrative management development processes, preventive employment practices and timely response to workplace justice issues. Effective support and guidance to all ministry areas contributes to an environment in which each person in ministry can follow their calling in service to the Church.

Examples of Essential Job Functions:

1. Facilitate communication among employees and supervisory personnel by providing training and guidance regarding problem solving techniques, dispute resolution, and litigation avoidance. and consultation regarding problem solving, dispute resolution, litigation avoidance and strives to resolve internal conflict informally through appropriate conflict management and mediation techniques. Keep Director informed of any significant and developing situations; updates on projects; employee issues, morale, etc. Be proactive in coordinating with Director any already identified or reported conflict situations to prevent potential matter from escalating.
2. Maintains good communication and positive relationships with employees to promote employee satisfaction.
3. Conduct investigations as necessary.
4. Recruitment and staffing for Pastoral Center; including job posting, scheduling and participation in interviews; background/reference checks. Assist parishes and schools with recruitment as requested.
5. Participate in new hire orientations as a presenter and other meetings and activities as assigned.
6. Conduct Exit Interviews for Pastoral Center employees.
7. Participate in and assist with involuntary termination meetings.
8. Prepare and submit state/government agency reports as required.
9. In the absence of Director, oversee Human Resources office activities.
10. Consults with diocesan legal counsel, as necessary.
11. Prepares written communication in English/Spanish.
12. Travel to various diocesan locations as required.
13. Comply with all applicable organization, department and office policies and procedures, including security and safety policies and procedures.
14. Performs other duties as assigned.

Qualification Guidelines:

1. Degree or Certificate in Conflict Resolution or equivalent of education with minimum 3 years' experience in the area of conflict resolution including prior experience in a Human Resources/Labor Relations environment
2. Familiar with concepts, practices, and procedures in dealing with conflicts and problem solving.
3. Must have ability to interact professionally with employees at all levels of the organization.
4. Must be able to respond effectively and rely on experience and judgment to plan and accomplish specific goals as they relate to conflict resolution, with ability to offer creative approaches to problem solving utilizing "out of the box" ideas and solutions.
5. Have ability to think quickly and have a degree of creativity with the ability to bring employees in conflict to a strategic, legal, and fair agreement.
6. Must possess excellent judgment, communication (verbal and written), organizational, presentation and people skills with extensive attention to detail, and the ability to manage stressful situations.
7. Must have ability to conduct investigations and prepare written summary.
8. Have ability to use knowledge and insight into all parties' issues and/or concerns and not be easily persuaded by either party involved in a particular situation.
9. Skilled in coaching and facilitating personal and professional development programs, team development, and building relationships skills required.
10. Bi-lingual English/Spanish required including excellent written and translation English/Spanish skills.
11. Must have ability to maintain confidentiality, and have ability to comprehend and explain simple, semi-complex processes or procedures in a clear, concise manner is required.
12. Must have ability to work in a multi-cultural environment.
13. Must have effective ability to operate PC including the following programs: Microsoft Word, Excel, Publisher; ADP Vantage and TimeSaver skills desired as well as ability to operate other office machines such as copier, fax, etc.
14. Must have reliable transportation; local/overnight travel may be required.
15. Effective ability to file alpha/numerically.

Physical Requirements:

Includes but not limited to considerable use of arms and legs, whole body movement, walking, lifting, and stooping, standing, sitting, lifting, and carrying up to 20 lbs., pushing, pulling, kneeling, crouching, crawling, hearing, speaking, seeing, reaching, repetitive forward bending, repetitive arm/hand motions, prolonged gripping of an item, repetitive hand/finger movements, sense of touch/feel, temperature extremes.

Interested candidates, please forward your resume and salary requirements to:

Attention: Paula Garcia
Diocese of San Bernardino
1201 E. Highland Avenue
San Bernardino, CA 92404

Email: employment@sbdiocese.org

The Diocese of San Bernardino is an Equal Opportunity Employer.