



## *Position Description*

### **Director of Investigative Services**

*Salary Level: **Based on Contract***

*Contract/Benefits: **Based on Contract***

*Department or Area: **Office of Talent Management  
& Labor Relations***

*Reports To: **Executive Director of Human Resources***

*Prepared Date: **April 19, 2023***

*Prepared by: Will Seng, Acting Director of  
Human Resources*

*Approved By: **Jen Ramos, Deputy  
Superintendent***

### ***Qualifications:***

- Must possess a bachelor's degree in Business Administration, or Human Resources Management, or proven employment experience. Master's degree preferred.
- Experience in human resource management or administrative role in a school district, intermediate unit or other school entity preferred.
- Human Resources Certification preferred.
- Three (3) or more years of administrative experience including school and/or business leadership experience at a manager or director level.
- Successful experience working in a diverse organization or community.
- Such additional or alternatives to the above qualifications as the School Board or Superintendent may determine appropriate and acceptable.

Note: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

### ***Summary***

Reporting directly to the Executive Director of Human Resources, the Director of Investigative Services has the supporting authority for leading and directing the efforts of a human resources team that provides exceptional customer service to internal and external constituents. The Director of Labor Relations supports the educational performance and financial stability of the District, conducts investigations and trains administrators in best interviewing and investigatory practices, provides leadership, vision, and strategic direction for the District's human resources systems, procedures and processes both independently and through supervision of department staff.

### ***Essential Duties and Responsibilities***

- Oversees documented systems for
  - Recruitment, Selection, and Retention
  - Performance Management

- Creation and Management of Employee Onboarding and Teacher Induction
  - Compensation Analysis and Recommendation
  - Employee Evaluation
  - Teacher Certification Tracking and Management
  - Response and Management Employee Leaves, Absences, Medical Restriction Requests, and Accommodation Requests
  - Tracking and Managing Employee Credentialing and Required Training.
  - Collection, Maintenance, and Retention of Personnel Files in accordance with Applicable Laws and District Record Retention Policy
  - Substitute Recruitment, Selection, and Assignment whether In-House or Contracted.
  - Exiting Employees
  - Submission of Employment Actions on the Board Agenda
  - Job Description Development, Maintenance, and Access
  - Adherence to Federal, State, and Local Laws Pertaining to Human Resources Functions, including, but not limited to, PA School Code, Local Agency Law, FMLA, ADA, Anti-Discrimination Laws, Title IX, Title VII, HIPAA, ACA, PA Human Relations Act, Workers Compensation, Unemployment, PA Employee Relations Act, Clearances Requirements, and Mandated Reporting
  - Collection, Verification, and Submission of Data for Local, State, and Federal Reporting.
- Supports personnel matters related to collective bargaining agreements and interpreting negotiated contracts in conjunction with legal counsel when necessary.
  - Investigates employee complaints; and acts as the department contact and provides assistance as needed in the District's Title IX investigatory process to include interviewing all parties and preparing investigatory reports.
  - Meet with persons involved in equal opportunity complaints to arbitrate and settle disputes.
  - Supports proper handling of employee discipline, investigations, and conflict resolution.
  - Interprets civil rights laws and equal opportunity regulations for individuals
  - Develops guidelines and monitors the implementation and impact of guidelines for nondiscriminatory employment practices.
  - Coordinate, monitor, or revise complaint procedures to ensure timely processing and review of complaints.
  - Supports responses to grievances and manages the grievance steps, in conjunction with legal counsel
  - Recommends training for staff on Human Resources topics and secures such training.
  - Advises the Executive Director of Human Resources regarding staffing, personnel related matters and general administrative concerns.
  - Manages position control to inform staffing forecasts and budget development.
  - Creates a partnership between department and employees
  - Create and maintain human resources departmental policies and procedures.

- Understands, supervises collection and input of information, and maintenance of school district compliance needs with PDE Certifications, PIMS Data, and PDE required clearances.
- Oversees and supports any district unemployment claims; including investigating and maintaining records needed for escalated claims. Responsible for drafts responses and representing the district at hearings and appeals.
- Provides input and support to the Executive Director of Human Resources in the development and implementation of policies and administrative procedures relating to human resources concerns.
- Attends regularly scheduled School Board meetings that are held in the evening/nighttime.
- Assists in the preparation of the personnel report for School Board meetings.
- Performs such other tasks and assumes such other responsibilities as may be assigned or delegated by the Executive Director of Human Resources or other designee of the Superintendent.

### ***Supervisory Responsibilities***

Directly supervises the Human Resources Department and designated members of the Human Resource Team. Carries out supervisory responsibilities in accordance with the district's policies and applicable laws.

### ***Competencies***

#### *Interpersonal Skills*

Interpersonal Relations Focuses on solving conflict in a positive and constructive manner; Maintains confidentiality while listening to others without interrupting. Shows reasonable control of personal emotions and exhibits objectivity and openness to the views of others.

#### *Oral and Written Communication*

Speaks clearly and persuasively in positive or negative situations; Listens and solicits clarification; Responds appropriately to questions; Demonstrates group presentation skills. Writes clearly and effectively; Edits work for spelling and grammar; Varies writing style to meet needs of the audience; Presents numerical data effectively.

#### *Teamwork*

Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building positive morale; Puts success of staff above own interests and recognition; Able to build group commitment to goals and objectives.

#### *Leadership Skills*

##### *Visionary Leadership*

Provides vision and inspiration to peers and subordinates; Mobilizes others to fulfill the vision; Displays passion and optimism. Support missions and visions of Allentown School District

##### *Change Management*

Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

*Delegation*

Delegates work assignments; Matches the responsibility to the position; Gives authority to work independently when appropriate; Sets expectations and monitors delegated activities; Provides recognition for results.

*Leadership*

Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

*Managing People*

Includes staff in planning and decision-making; Takes responsibility for the performance of staff; Accessible to staff; Provides regular performance feedback to staff; Develops the skills of staff and encourages growth; Continually works to improve supervisory skills.

*Quality Management*

Identifies, develops, and implements systems to improve and promote quality; Demonstrates accuracy and thoroughness; Fosters a focus on quality in others. Demonstrates the ability to move from planning stages to operational stages

*Analytical*

Synthesizes complex or diverse information; Collects and analyzes data; Uses research, experience, and intuition to complement data.

*Safety and Security*

Observes safety and security procedures when appropriate; Determines appropriate action beyond safety and security guidelines.

*Problem Solving*

Identifies and resolves problems in a timely manner; Gathers and analyzes facts relating to the problem skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.

*Organizational Skills*

*Complex Roles*

Strong organizational skills with demonstrated ability to manage multiple complex roles and responsibilities

*Cost Management*

Works within approved budget; Conserves district/school resources.

*Diversity*

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Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Assembles a diverse staff.

### *Organizational Support*

Follows policies and procedures; Completes administrative tasks and reports correctly and in a timely manner; Supports district/school's goals and values. Demonstrated ability to effectively manage limited resources to support strategic organizational goal attainment

### *Strategic Thinking*

Develops strategies to achieve district/school goals; Understands district/school's strengths & weaknesses; Aligns work with strategic goals; Adapts strategy to changing conditions.

### *Personal Competencies*

#### *Judgment*

Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

#### *Ethics*

Treats people with respect; Keeps commitments; Inspires the trust of others; Works ethically and with integrity.

#### *Motivation*

Sets and achieves challenging personal goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals

#### *Planning/Organizing*

Prioritizes and plans work activities; Uses time efficiently; Sets daily/weekly goals and objectives.

#### *Professionalism*

Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect regardless of their status or position; Accepts responsibility for own actions.

#### *Personal Quality*

Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies supervisor feedback to improve performance; Monitors own work to ensure quality.

#### *Dependability*

Follows instructions, responds to supervisory direction; Takes ownership of decisions and reasoning; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan; Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

#### *Innovation*

Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving instruction and related activities; Develops innovative approaches and ideas.

#### *Technological*

Demonstrates use of technology for high quality completion of duties and responsibilities and in the development and implementation of Human Resources systems, procedures, and protocols

***Physical Demands***

The physical demands described here are representative of those that must be met by an administrator to successfully perform the essential duties of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the administrator is regularly required to talk or hear. The administrator is frequently required to walk, climb stairs, and bend. The administrator is required to use hands to fingers or handle documents, telephone, etc. The administrator is occasionally required to stand, sit, and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus. Regular, but not extensive, local travel by car is required.

***Evaluation***

The person filling this position will be evaluated according to the administrative evaluation procedure adopted by the Allentown School District.

Reviewed and read by: \_\_\_\_\_ Date: \_\_\_\_\_  
*Individual serving in this position*