



Position: Coordinator Professional

Assignment: Employee Relations Coordinator

Wage/Hour Status: Exempt

Reports to: Chief Human Resource Officer

Pay Grade: AP650/240 days

Dept./School: Human Resources

Date Revised: Fall 2025

Primary Purpose:

Coordinates workplace investigations with a focus on the Transportation department researching allegations of employee misconduct, violations of policy, and other incidents. Prepares high-quality, comprehensive investigation reports and related documents in alignment with all applicable state, local, and district guidelines. May serve as investigator and hearing officer and assist in facilitating informal resolution to resolve conflict.

Qualifications:

Minimum Education/Certification:

- Bachelor's degree in education, Human Resources, Criminal Justice, or related field, preferred
- Master's degree in education, Educational Leadership, or related field, preferred

Special Knowledge/Skills/Experience:

- Minimum of two years of experience in a role that includes conducting formal or informal investigations, responding to stakeholder complaints or conflict resolution
- Superior written communication skills and ability to write comprehensive, clear, and detailed investigation reports in a specified format while meeting deadlines
- Skilled at conducting interviews of complainants, accused persons, and witnesses of all levels of education and sophistication
- Excellent interpersonal skills, self-initiative, and ability to work with an appropriate sense of urgency
- Superior attention to detail and strong analytical and problem-solving skills
- Ability to analyze, apply, and interpret laws, regulations, policies, and procedures
- Ability to appropriately handle and maintain the confidentiality of sensitive information
- Competence in the use of MS Office and Google Suite
- Working knowledge of human resources information systems or similar databases and technology
- Knowledge of relevant Texas and federal laws and TASB model school district policies

Major Responsibilities and Duties:

- Conduct prompt, thorough, and impartial investigations into allegations of employee misconduct violations of applicable state or federal law and district policies.
- Interview witnesses and collect/review a variety of types of documentaries, digital, and electronic evidence, including surveillance video.
- Collaborate and confer with district and campus administrators, outside law enforcement agencies, and/or Texas Department of Family and Protective Services representatives
- Assist with the employee grievance process as needed.

- Assist campus and department administrators with guidance concerning investigations and inquiries handled at the campus level when appropriate.
- Report to the Chief Human Resource Officer on the status of performance and outcomes related to HR investigations, and other assigned duties.
- Prepare highly detailed and professional investigation reports and ancillary documents.
- Prepare written reports, correspondence, and memoranda of investigative findings.
- Maintain paper and digital files and records related to investigations and other matters.
- Prepare correspondence, forms, and reports according to district standards and requirements
- Present updates on pending and completed investigations and related matters to district and campus administrators and at senior leadership meetings.
- Answer and respond to incoming calls and emails concerning investigations and related matters.
- Make or assist with presentations on relevant topics to various groups, such as new employee orientation, campus administrators, etc.
- Establish and maintain effective relationships with local, state, and federal agency representatives.
- Make recommendations regarding policies and procedures related to employee matters
- Maintain confidentiality of sensitive, confidential, or privileged information and data.
- Develop supplemental guidelines for existing procedures, as needed
- Assist in the review and revision of HR policies, rules and regulations
- Follow all rules, regulations, and policies of Lewisville ISD and follow directives from supervisors
- Perform all other duties as assigned.

Mental Demands/Physical Demands/Environmental Factors:

- Standard office equipment including personal computer and peripherals.
- Frequent sitting and standing; occasional bending/stooping, pushing, /pulling, and twisting
- Repetitive hand motions; frequent keyboarding and use of mouse; occasional reaching
- Occasional light lifting and carrying (less than 15 pounds)
- May work prolonged or irregular hours; work inside and outside (exposure to sun, heat, cold, and inclement weather), exposure to noise; occasional districtwide and statewide travel
- Work with frequent interruptions; maintain emotional control under stress

OTHER: All employees are to follow district safety protocols and emergency procedures.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required. This position is an in-person job and is to be performed at the location specified. It does not qualify for remote work or work from home status.

Signature

Date

Print Name