



Washington General Service (WGS) POSITION DESCRIPTION

1. Position Action (Create or Maintain Position) HRMS has more fields – these are main fields <input type="checkbox"/> Establish <input type="checkbox"/> Reallocate <input type="checkbox"/> Update Data (Indicate Change)			
2. Position Staffing Status <input checked="" type="checkbox"/> Open <input type="checkbox"/> Filled <input type="checkbox"/> On Hold		3. Date Last Reviewed (If Established Position) March 1, 2012	
4. Object Abbreviation (Position #)	5. Current Class Title LRAM 1 (in training to LRAM 2)	6. Proposed Class Title	
7. Job - Working Title Labor Relations Adjudicator/Mediator 1		8. Assignment Pay (Capture In Essential Functions) <input type="checkbox"/> Dual Language <input type="checkbox"/> Other	
9. Pay Scale Type 01 Classified Gov	10. Pay Scale Area (Non-Rep or Collective Bargaining Unit) 00 Non-Represented	11. Salary Range 65	
12. Incumbent's Name (If Filled Position) vacant	13. Business Area (Agency) Public Employment Relations Commission	14. Org Unit (Division/Sub Division)	
15. Address Where Position Is Located			
16. Personnel Sub-Area	17. Employee Group Permanent	18. Work Schedule <input type="checkbox"/> Part Time <input checked="" type="checkbox"/> Full Time	19. Overtime Eligible <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
20. Supervisor's Object Abbreviation (Position #)	21. Supervisor's Name	22. Supervisor's Phone	

Position Linkage

23. Discuss in a few sentences what the position is required to accomplish. Summarize the scope of impact, responsibilities, and how the position supports/contributes to the mission of the organization. (Include an organizational chart.)

As the entry-level position for the Labor Relations Adjudicator/Mediator job series, employees in this classification support the mission of PERC by uniformly implementing and enforcing state collective bargaining laws, maintaining impartiality, and making efficient use of their work time and agency resources in case handling. All aspects of the position are to be handled with integrity.

Supervisory or Lead Worker Relationships

24(a). Is this a lead position? Yes No Is this a supervisory position? Yes No
 If **supervisory**, list the subordinate employees by job classification and the number of hours they each work per week.

Job Classification (Name Optional)	Hours Worked Per Week
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24(b). Check the boxes that apply to this position
 Assigns Work Instructs and Checks the Work of Others Evaluates Corrects
 * Disciplines * Hires * Terminates (*Has the authority to effectively recommend these actions.)

Summarize the following information in narrative format.

- How is work assigned?
- With whom does the position interact to accomplish work?

Add any additional information that clarifies this position's lead or supervisory responsibilities.

Essential Functions (Key Job Responsibilities)

25. List the essential functions of this position. Functions listed in this section are primary duties and are fundamental to why the position exists. (Do not assign percentage of time in this section.)

- Mediation
- Decision Writing
- Hearings
- Caseload Management

Working Conditions

26. Describe working environment and anticipated variation in working hours. Some or all of these conditions may be noted under the essential functions section.

This is a FLSA-exempt position. This is an exceptional work week position and will occasionally have variances in the work week schedule. Frequent statewide travel is a requirement of the position. Work days may include time in the office, as well as outside the office depending on caseload requirements.

Key Job Responsibilities

27. List and note percentage of time assigned to the Key Job Responsibilities of the position.

Observing and Measuring Key Job Responsibilities: the key job responsibilities of this position will be performed in a manner that both models the agency Learning Culture and is in accordance with core competencies listed in section 28(a). Supervisor will gather measurable data from the various sources as indicated below.

40% 1. Mediation:

Conducts fair and impartial mediation of contract, grievance, and settlement of unfair labor practice complaint disputes. Assists parties in resolving disagreements and conflicts. Effectively leads a rational process of highlighting issues, enhancing understanding of divergent interests, and identifying common grounds for a workable solution.

Methods for supervisor to gather information to measure key job responsibilities:

- ◆ Conversations between the team leader and LRAM while a mediation is being conducted;
- ◆ Comments from clients during or after a mediation;
- ◆ Debriefing between the team leader and LRAM after closure of a mediation case;
- ◆ Telephone inquiries from the team leader to parties after closure of a mediation case;
- ◆ Letters, e-mails, or telephone calls from clients following a mediation case; and/or
- ◆ Survey/evaluation responses from clients after closure of a mediation case.

30% 2. Decision Writing:

Prepares written decisions, including findings of fact, conclusions of law and orders. Researches and analyzes legal issues. Applies established legal principles and agency precedents with a commitment to making an unbiased and soundly reasoned decision.

Methods for supervisor to gather information to measure key job responsibilities:

- ◆ Examination of work product by team leader and/or Executive Director, and
- ◆ Review of PERCCINS docket sheets.

20% 3. Hearings:

On issues for which there is established precedent, conducts fair and impartial hearings for PERC clientele under statutes regulating labor-management relations between public employers and unions representing their employees. Complies with procedures under the Administrative Procedure Act (APA) or the parties' collective bargaining agreement. Determines the relevancy of testimony, rules on admissibility of evidence and maintains order in the hearing.

Methods for supervisor to gather information to measure key job responsibilities:

- ◆ Observation of hearings by the team leader;
- ◆ Review of transcript and/or complete record by the team leader;
- ◆ Comments from clients during or after a hearing;

- ◆ Conversations between the team leader and LRAM while a case involving a hearing is being processed;
- ◆ Debriefing between the team leader and LRAM after closure of the case;
- ◆ Telephone inquiries from the team leader to parties after closure of the case;
- ◆ Letter, e-mails, or telephone calls from clients following a case; and/or
- ◆ Client survey conducted after close of a hearing, prior to issuance of a decision.

7% 4. Caseload Management:

Appropriately prioritizes and concurrently services multiple, long-term case assignments, integrating many factors into case processing decisions. Ensures accurate, timely and high quality service delivery. Reports update to case status by complete and timely maintenance of PERCCINS records.

Methods for supervisor to gather information to measure key job responsibilities:

- ◆ Review of PERCCINS docket sheets; and/or
- ◆ Discussion with team leader.

3% 5. Other Duties As Assigned.

Placeholder for User to Incorporate the In-Training Plan if Applicable for Position

LRAM 1: In -Training Plan to LRAM 2:

1. LRAM 1 will shadow co-workers in the LRAM 2 classification for a minimum of 3 to 6 months, to increase knowledge regarding the principles of labor/management relations, labor law, economics, human resources, and collective bargaining. During this time period the goal is that the LRAM 1 will display an increasing understanding of the rules, practices and precedents of the agency by:
 - a. Participating in mediation of contract and grievance mediations and unfair labor practice settlements of increasing complexity and diversity from a variety of public employers concerning a variety of employee responsibilities and/or professions.
 - b. Displaying evidence that he/she presides at hearings with impartiality, makes appropriate rulings on questions of admissibility of evidence or other matters that may arise and enforces appropriate rules of hearing procedures and practice, thus displaying a growing competence in agency hearings and procedures and practices; and
 - c. Preparing formal written decisions by organizing relevant facts, arguments and conclusions of law in clear and logical sequence, including in such decisions the determination of credibility of witness where appropriate, and an accurate review of the hearing record, legal briefs and/or arguments. Decisions will display an understanding of case precedents from this agency or from other labor administrative agencies, as is applicable.
2. LRAM 1 will handle a caseload independently for at least 6 months. During this time the Field Services Manager/Team Leader will determine progress by:
 - a. Discussions with the LRAM 1.
 - b. Comments from clients during or after a mediation or hearing.
 - c. Observation of hearings by the Team Leader.
 - d. Review of hearing transcript and/or complete hearing record by the Team Leader.
 - e. Telephone inquiries from the Team Leader to parties after closure of a case.
 - f. Letters, emails, or telephone calls from clients following a case.

- g. Review of PERCCINS docket sheets.
 - h. Examination of work product by the Team Leader and/or Executive Director.
 - i. Observation and/or reports by the team leader, co-workers, and/or Executive Director and/or
 - j. Survey/evaluation responses from clients after closure of the hearing or a mediation or settlement case.
3. Absent specific problems or unusual circumstances or specific understandings developed during the initial hiring process, the LRAM 1 will complete the in-training plan after 18 months of performance as an LRAM 1.

Standards of Mastery for Key Job Responsibilities

Mediation:

- ◆ Begins scheduling process for mediation within three days of case assignment, unless other arrangements are made with the team leader.
- ◆ Arrives on time for mediation sessions prepared to assist the parties.
- ◆ Sets up meeting rooms to reflect neutrality and unbiased environment.
- ◆ Presents him/herself professionally in appearance and behavior to maintain the integrity of the position of mediator.
- ◆ Accurately describes the mediation process to the parties, including the roles and responsibilities of the mediator and each party to the dispute.
- ◆ Accurately and appropriately reports information from one party to the other party.
- ◆ Assists parties in identifying and understanding each other's issues and interests.
- ◆ Correctly identifies and keeps confidential information confidential.
- ◆ Keeps the lines of communication open with the parties when mediation is not in session, and responds to calls and e-mails from parties by the day after knowledge of communication, absent unusual circumstances.
- ◆ Maintains neutrality throughout mediation.
- ◆ Facilitates fruitful discussion in joint sessions, and between caucus groups, individuals and small groups.
- ◆ Recognizes and appropriately responds to political environment of the mediation.
- ◆ Helps the parties identify and work through potential solutions to disputes and conflicts.
- ◆ Assists parties in understanding when a different strategy may be appropriate.
- ◆ Recognizes and appropriately responds to emotionally charged issues and the emotional investment of individuals and groups.
- ◆ Develops and presents appropriate options for settlement.

Decision Writing:

- ◆ When apparent that time lines cannot be met, the LRAM communicates that to their team leader.
- ◆ Presents initial complete decision draft to editor within 60 days of receipt of briefs and/or close of record.
- ◆ Initial draft is appropriately formatted and adheres to rules of grammar, spelling and citation format.
- ◆ Writes decision to provide reader with a clear analysis of the law as it applies to the facts of the case.
- ◆ Produces decisions consistent with Commission statutes, rules and case precedents.
- ◆ Issues final edited decision within 90 days of receipt of briefs and/or close of record.

Hearings:

- ◆ Begins scheduling process for hearings within one week of case assignment, unless other arrangements are made with the team leader.
- ◆ Conducts pre-hearing conferences to assist parties and to encourage the exchange of evidence in order to reach stipulations
- ◆ In unfair labor practice cases, offers settlement mediation.
- ◆ Makes rulings concerning pre-hearing motions filed by the parties or other concerned persons in accordance with relevant portions of the Revised Code of Washington, the Washington Administrative Code, relevant case law, and other appropriate rules.
- ◆ Arrives on time and prepared for hearings. Preparation includes having reviewed statutes, rules and decisions relevant to the issues in the case.
- ◆ Presents him/herself professionally in appearance and behavior to maintain the integrity and neutrality of the position of examiner/hearing officer.
- ◆ Conducts a fair and impartial hearing according to the procedures and practices of the Public Employment Relations Commission.
- ◆ Explains to the parties the hearing process and the roles of the examiner/hearing officer and court reporter.
- ◆ Directs the parties during the hearing concerning opening and closing statements, if appropriate, and the sequence of the

presentation of the evidence.

- ◆ Makes rulings during the course of the hearing in accordance with relevant portions of the Revised Code of Washington, the Washington Administrative Code, relevant case law, and other appropriate rules.
- ◆ In representation and unit clarification hearings, ensures that a complete and accurate factual record is developed.
- ◆ Closes hearing appropriately by establishing dates for transcript and briefing schedule.

Caseload Management:

- ◆ Maintains current record of case activity in PERCCINS, both calendar and transaction log.
- ◆ Rearranges work priorities to adapt to changing demands of assigned caseload.
- ◆ Anticipates and communicates to team leader potential need for assistance before an adverse effect to case management occurs.
- ◆ Absent unusual circumstances, responds to communications from parties and colleagues by the day after knowledge of communication.
- ◆ When need arises, willingly takes on assignments of tasks not originally assigned.
- ◆ Accurately and timely follows case closure process with appropriate codes and information.

General Qualifications

28(a). Required Education, Experience and Core Competencies (knowledge, skills and attitudes).

For Hiring Purposes: the required qualifications outlined in this section will assist with the employee selection process. Information gathered from prior employers and during the interview process will help determine if a candidate meets the general knowledge, skill and attitude requirements of this position.

Job Performance: the general knowledge, skills and attitudes, noted as required core competencies in this section describe how the job is to be performed. Competencies are observed by those who see the work product and ethic of the employee. Supervisor will gather data from the various sources who observe employees.

Required Education and Experience:

1. Demonstrated ability to preside at hearings with impartiality, ruling on questions of admissibility of evidence;
2. Demonstrated ability to prepare formal written opinions by organizing the relevant facts, arguments, and conclusions of law in clear and logical sequence, including determination of credibility of witnesses, review of record, legal briefs, and case precedents;
3. Demonstrated ability to listen actively and critically analyze issues, to suggest innovative solutions while maintaining impartiality;
4. Demonstrated ability to patiently, persistently and persuasively encourage parties to resolve disputes;
5. Demonstrated ability to apply knowledge to diverse and changing work structures and type of public employers.

Required Core Competencies:

- 1. Quality:** Is observed by the clientele, the Commission, supervisors/team leaders, and co-workers. Regardless of the task, work assignments are completed in accordance with established standards of mastery. Each and every staff member accepts full responsibility for the quality of his/her work and actions.
- 2. Effectiveness and Efficiency:** Are observed and reported by supervisors/team leaders, clientele, peers and/or anyone else for whom tasks are being done. Assignments are completed on time, according to statutory or otherwise agreed-upon schedules. When that is not possible, the staff member shares information promptly with his/her supervisor/team leader about anticipated delays, renegotiates timelines when possible, and meets new commitments. Each and every staff member accepts full responsibility for ensuring that work assignments are completed in a timely manner in compliance with established timelines and work schedules.
- 3. Relationships:** Are observed and reported by clients, supervisors/team leaders, co-workers, and/or direct reports. Each staff member is expected to establish and maintain effective and collaborative working relationships with all others he/she encounters. He/she acknowledges his/her role in what may or may not be working well. He/she deals quickly and cleanly with disagreements and conflicts, and examines personal patterns which may be affecting relationships. He/she understands and behaves in a way that acknowledges that the entire group benefits from the ideas and strengths of individuals, and does not squelch the independence of others. Through words and deeds, he/she works at making relationships better and encourages others to do and be their best. He/she is respectful of others and models the learning culture.
- 4. Communications:** Supervisor, team leader, peers, direct reports and clients observe and report that a staff person demonstrates mastery in both written and oral communication. Written work product is clear in its intent and meaning, and is drafted in conformance with agency format and protocol. Whether in person or in writing, each staff member is expected to treat others with respect. Difficult

matters are communicated with diplomacy. He/she carries messages directly and keeps confidences. Appropriate information is shared openly. Each staff member receives feedback regarding the impact of his/her words or deeds, and about his/her work performance. Communication with other staff members mirrors the respect and diplomacy modeled with clients and is based upon the tenets of the learning culture.

Special Requirements/Conditions of Employment

29. List any licensing, certification, or other special requirements and/or conditions of employment which are beyond general qualifications.
 Willingness and ability to regularly travel throughout the state of Washington, and to work hours beyond regular core hours as required.

The job duties as defined above are an accurate reflection of the work to be performed by this position.

Supervisor's Phone Number		Supervisor's Title
Date	Supervisor's Signature	
Date	Department Head or Approving Authority's Signature	
As the incumbent in this position, I have received a copy of this position description.		
Date	Employee's Signature	

Position details and related action have been taken by Human Resources as reflected below.

For Human Resource/Payroll Office Use Only							
Effective Date	End Date	Position Short Description	Position Long Description				
EEO Category	Employee Sub-Group	Position Retirement Eligible <input type="checkbox"/> Yes <input type="checkbox"/> No		Position is <input type="checkbox"/> Funded <input type="checkbox"/> Non-Funded			
Workers Comp. Code	County Code	Business Area			Personnel Area (FEIN)		
Cost Center Codes							
FUND	COST OBJECT	FUNCTIONAL AREA	COST CENTER	AFRS PROJECT	GENERAL LEDGER ACCOUNT	AFRS ALLOCATION	PROR. %
Date	HR Designee's Name		HR Designee's Title		HR Designee's Signature		
Date	Budget Designee's Name		Budget Designee's Title		Budget Designee's Signature		