DEPARTMENT OF STATE CIVIL SERVICE
P.O. BOX 94111-CAPITOL STATION
BATON ROUGE, LA 70804-9444

POSITION DESCRIPTION APPROVAL

Form Est: 03/2015

STATECIVILSERVICE

Department:	0700 - DOTD
Agency:	0273 - DOTD-Administration
Position Number:	50477374

Allocation Action:	Affirmed
Official Allocation:	HR MAN A
Job Code:	170940
Pay Level:	AS-619
Delegated:	No
Career Progression Group:	No
Master Job Description:	No
Effective Date:	05/03/2021
Position Audited:	No
Audit Date:	
Comments:	

Log Number:	178845
Consultant:	WPA
Supervisor:	DBA

STATECIVILSERVICE

POSITION DESCRIPTION

Form Revision Date: 11/2016

COMPENSATION DIVISION
DEPARTMENT OF STATE CIVIL SERVICE
P.O. BOX 94111 – CAPITOL STATION
BATON ROUGE, LA 70804-9111
SCSPDS@la.gov

1 TYPE OF REQUEST

Check appropriate request boxes. If master job description, please attached master list of positions.

☒ UPDATE ☐ AGENCY APPEAL ☐ MASTER ___ # requested

☐ JOB CORRECTION ☐ 5.3 APPEAL ☐ CAREER PROGRESSION GROUP

☐ NEW POSITION

MAJOR AGENCY CODE & PERSONNEL AREA CODE	POSITION NUMBER
273	50477374

CURRENT OFFICIAL JOB TITLE (IF POSITION IS IN A CPG, LIST CAP OF ALLOCATION)	CURRENT PAY LEVEL	CURRENT OFFICIAL JOB CODE
Human Resources Manager A	AS 619	170940
REQUESTED OFFICIAL JOB TITLE	REQUESTED PAY LEVEL	REQUESTED OFFICIAL JOB CODE

2 INFORMATION REQUIRED FOR NEW POSITION *FOR LA GOV HCM AGENCIES ONLY*

ORGANIZATIONAL UNIT NUMBER	COST CENTER NUMBER /FUND	WORK PARISH	PERSONNEL SUBAREA

EMPLOYEE GROUP (CHOOSE ONE)

☐ FT HOURLY ☐ FT SALARY ☐ PT HOURLY

3 GENERAL INFORMATION

EMPLOYEE'S NAME – LAST, FIRST	Employee Qualifies For Job	HUMAN RESOURCES CONTACT
Rustad, Candace	☒ Yes ☐ No	Mary Thomas
AGENCY/DEPARTMENT – OFFICE – DIVISION		HUMAN RESOURCES TELEPHONE
DOTD/Mgmt. and Finance/Human Resources Section/EBR 16-001		(225) 379-1291
OFFICIAL TITLE OF SUPERVISOR	DIRECT SUPERVISOR'S POSITION NUMBER	HUMAN RESOURCES EMAIL
Human Resources Manager B	12821	Mary.E.Thomas@la.gov

4 COMPARATIVE POSITIONS

List positions that have similar or identical duties to this position.

INCUMBENT NAME	POSITION NUMBER	OFFICIAL JOB TITLE / AGENCY

5 SUPERVISORY ELEMENTS

ORGANIZATIONAL CHART MUST BE ATTACHED

☒ DETERMINES WORK ASSIGNMENTS ☒ RECOMMENDS HIRING/PROMOTIONS ☒ TRAINS STAFF

☒ REVIEWS AND APPROVES WORK ☒ PREPARES & SIGNS PES RATING ☒ APPROVES LEAVE

2	NUMBER OF DIRECT SUBORDINATES

6 ATTACHMENTS

Check to indicate attachments.

☒ Organizational Chart **(required)** ☒ Duties / Responsibilities **(required)** ☐ Comments ☐ MJD Position Numbers ☐ Contracted Personnel Form

7 SIGNATURES

Sign and print below.

EMPLOYEE Candace Rustad	DATE 4/30/21	☑ I certify that the information in this document is true and correct to the best of my knowledge. ☐ I certify that I have reviewed the position description. I disagree with a portion of the contents and have attached comments.
DIRECT SUPERVISOR [signature]	DATE 4/30/21	☑ I certify that I agree with this document. ☐ I certify that I have reviewed the position description. I disagree with a portion of the contents and have attached comments.
APPOINTING AUTHORITY (Required) Michelle Sanders	DATE 4/30/21	☑ I certify that I agree with this document. ☐ I certify that I have reviewed the position description. I disagree with a portion of the contents and have attached comments.
PRINT NAME AND TITLE OF APPOINTING AUTHORITY Michelle Sanders, HR Director		

8 JOB DUTIES AND RESPONSIBILITIES

Provide a brief statement describing the function of work or reason why the position exists. List duties indicating the percent of time spent for each area of responsibility. If applicable, describe any unusual physical demands and/or unavoidable hazards of the position. Attach additional pages if necessary.

PERCENTAGES MUST TOTAL 100% LIST DUTIES IN DECREASING ORDER OF IMPORTANCE / COMPLEXITY. THE NEED FOR SPECIAL LICENSE, POLICE COMMISSION, KNOWLEDGE OR TRAINING MUST BE INDICATED BELOW, IF APPLICABLE.

This position serves as the Employee Relations Unit Manager for the Louisiana Department of Transportation and Development (DOTD) and is located at the Headquarters Human Resources Office. The incumbent is responsible for managing and overseeing a wide variety of comprehensive and complex programs for approximately **4200 employees**. The DOTD operates statewide 24 hours a day, seven days a week. The organizational units include Office of the Secretary, Office of Multimodal Commerce, Office of Planning, Office of Management and Finance, Office of Engineering, and Office of Operations which includes nine (9) statewide districts. **The DOTD has 112 Appointing Authorities.** The incumbent provides direct support to the Personnel Management and Payroll/Benefits Manager (supervisor), HR Director, Deputy Undersecretary, Undersecretary, Deputy Secretary, and all other Appointing Authorities on extremely sensitive, confidential matters. The position requires periodic statewide and/or overnight travel.

This position is responsible for managing all aspects of the following programs:

- **Discipline**
- **Grievance**
- **FMLA, ADAAA, Return-to-Duty, Crisis Leave Pool**
- **Drug and Alcohol Testing and Employee Assistance Program (EAP)**
- **HR Training and Development**
- **Knowledge Management (Continuity Assurance Program and Succession Planning)**
- **State Civil Service Appeals**
- **Workplace Violence**
- **Unemployment Claims**

The Employee Relations Unit consists of one (1) HR Manager and two (2) HR Specialists who are each responsible for separate programs. The incumbent is independently responsible for the day-to-day management, direction, and supervision of all facets of these programs and the Unit staff. Defines job tasks and sets priorities and goals in order to meet agency goals and objectives. Assesses staff workload and adjusts as necessary. Monitors and handles necessary changes to ensure the quality of customer service outcomes, while assessing and providing training to meet the staff's development needs. Conducts audits of work products and provides constructive criticism and counsels employees when necessary. Regularly reviews work samples, approves work, and collects and maintains performance documents for employees to ensure timely and fairly performance evaluations.

There is much diversity among the various HR programs of this position, requiring the manager to possess a thorough working knowledge of each. The incumbent must be competent in multi-tasking, be accommodating to change, and have sound decision-making ability. Must possess a deep knowledge of highly-complex, comprehensive Federal and State laws including FMLA; ADAAA; US Department of Transportation (USDOT), Federal Motor Carrier Safety Administration (FMCSA), and United States Coast Guard (USCG) Drug/Alcohol rules and regulations; State Civil Service rules; etc. In this capacity, works directly with agency legal counsel to address issues that may involve complicated legal ramifications. The nature of this incumbent's position is such that an error in judgement or oversight could result in costly and unsuccessful litigation. Because of the independent nature of this position and the depth of expertise needed to manage these complex and varied programs, the incumbent's recommendations are given considerable weight in determining action to address highly-sensitive issues.

Attends courses, stays abreast of best practice trends, and keeps current on federal and state laws and SCS rules relating to program areas and implements improvements when needed. Reviews policies, procedures, manuals, forms, and HR training and development courses to ensure compliance with the governing laws and rules and to ensure clarity. Develops and/or revises policy for review and approval of the Human Resources Director, the Undersecretary and/or and the Standing Committee on Human Resources (SCHR).

45% - DISCIPLINE PROGRAM; STATE CIVIL SERVICE APPEALS

Manages the agency's comprehensive, progressive discipline program for DOTD statewide. Serves as the final HR authority in advising management on corrective actions, investigatory plans, due process, disciplinary letters/actions, and strategic steps to reform employee behavior/performance.

Counsels employees, supervisors, and appointing authorities in order to resolve problems before the discipline process is utilized.

Directs appointing authorities, managers, and supervisors on how to properly execute the agency's discipline process. Provides guidance on establishing and monitoring performance/behavior standards.

Reviews and approves disciplinary actions drafted by supervisors, managers, or appointing authorities and advises when a different action may be appropriate. Reviews improvement letters (letters of counseling, warning or reprimands; supervisory plans) for SCS compliance.

Ensures that the disciplinary process and disciplinary actions are implemented in a fair and consistent manner across the agency. Ensures that non-disciplinary removals are handled in accordance with SCS rules and without potential cause for legal action. Assures that employees being disciplined are given due process and are made aware of their SCS appeal rights.

Trains management in the progressive disciplinary process, on how to identify and address the different types of behavior/performance problems, and on how to properly conduct an investigation.

May conduct or assist with very complex or sensitive administrative disciplinary investigations.

Maintains records of disciplinary actions. Conducts audits and produces annual analyses and reports.

Assists agency legal counsel in preparation for SCS appeals, attends SCS appeal hearings, maintains appeals records, directs action to be taken to ensure compliance by others in the HR Section with SCS appeal decisions and settlement agreements. May serve as a witness at SCS appeal hearings.

20% - HR TRAINING AND DEVELOPMENT; KNOWLEDGE MANAGEMENT PROGRAM

Oversees the development, maintenance, evaluation, and facilitation of all HR Training and Development courses.

Monitors the assessment of future and current developmental needs to drive training initiatives and improvements and ensures training improvements are implemented. Ensures the use of effective teaching methods to enhance learner engagement and retention.

Oversees the development, production, and maintenance of all HR web-based courses. Must have a basic understanding of Articulate E-Learning software.

Ensures that training material is timely updated/revised and is timely distributed to the appropriate personnel.

Oversees the agency's Knowledge Management Program which consists of the Continuity Assurance Program (CAP) and the Succession Planning Program. Ensures that both programs are meeting the agency's initiative of retaining organizational knowledge and preparing DOTD for continued operation in the event that any individual employee leaves the agency.

10% - DRUG AND ALCOHOL TESTING PROGRAM; EMPLOYEE ASSISTANCE PROGRAM (EAP)

Oversees the agency's complex and comprehensive drug and alcohol testing program. Responsible for ensuring that all alcohol and drug tests (more than 2000 tests conducted annually) are completed according to the appropriate State, United States Department of Transportation (USDOT), Federal Motor Carrier Safety Administration (FMCSA), and the United States Coastal Guard (USCG) regulations, and department policy and procedure. Monitors results and feedback by

continually auditing the program to ensure agency procedures are clear and concise. Ensures errors and fatal flaws in the drug collection testing process are immediately addressed.

Must stay abreast of changes to the rules and regulations for the USDOT and mandating agencies (FMCSA and USCG) that govern DOTD's DOT safety-sensitive employees, which typically result in needed revisions to policies, procedures, manuals, and training course. This incumbent is responsible for directing and implementing those changes.

Oversees the development and delivery of the agency's mandatory employee and supervisor Substance Abuse Training courses and material to ensure the courses are current with all applicable regulations and policies. Evaluates the effectiveness of training, material, and manuals and directs changes accordingly.

Oversees the development and the continuous updating of the Substance Abuse Manual for Supervisors.

Works with appointing authorities when discipline is necessary after a violation of the agency's Substance Abuse and Drug-Free Workplace Policy has occurred.

Oversees a statewide federally-required confidential counseling and Employee Assistance Program (EAP) for employees seeking assistance for substance abuse, including the monitoring of the performance/progress of those employees participating in the EAP.

10% - FMLA; ADAAA; RETURN-TO-DUTY; CRISIS LEAVE POOL PROGRAM

Oversees the agency's compliance with the Family and Medical Leave Act (FMLA). Ensures employees and management staff are provided with the appropriate guidance regarding eligibility and rights. Ensures that regulations for requesting, granting, and documenting FMLA usage is adhered to. Ensures that all FMLA-related forms are current and are updated when necessary.

Oversees the agency's compliance with the Americans with Disabilities Amendment Act (ADAAA). Ensures that the agency complies with the ADAAA. Oversees the reasonable accommodation process, ensuring the appointing authorities and employees are following proper procedures. Ensures the agency has provided the appropriate reasonable accommodation to the requesting employee.

Oversees the agency's various return-to-work programs. Ensures compliance with the State's Transitional Return-to-Duty program for Workers' Compensation claimants. Oversees the coordination of employees returning to work under ADA/FMLA provisions or following absences due to injury, illness, substance abuse or alcohol treatment, ensuring that follow-up drug/alcohol testing is scheduled in accordance with the provisions established by the Substance Abuse Professional (SAP).

Establishes and oversees the agency's Crisis Leave Pool program. Serves as a permanent member of the Crisis Leave Pool Committee, responsible for reviewing and approving/denying crisis leave requests.

10% GRIEVANCE PROGRAM

Counsels employees, supervisors, and appointing authorities in order to attempt to resolve problems before the formal grievance process is utilized.

Explains policy and procedures to appointing authorities, supervisors, and employees. Reviews and analyzes grievance allegations. Guides Section Heads, District Administrators, and supervisors on how to properly respond to a grievance. Reviews drafted grievance responses when needed.

Researches and investigates allegations, prepares detailed analysis, formulates recommendation for the HR Director and the Undersecretary, and composes the formal written decision issued by the Undersecretary.

Tracks and monitors all grievances. Prepares in-depth annual reports for DOTD Executive Staff. Produces annual statistical reports.

5% MISCELLANEOUS

Workplace Violence

Manages DOTD's Violence Free Workplace Program. Receives and reviews statements on all acts and/or threats of violence at DOTD. May conduct or assist in investigating the incident. Guides appointing authority on taking the appropriate corrective or disciplinary action. Maintains records on all acts/threats of violence to ensure compliance with Executive Order. Maintains training manuals and ensures employees and management are trained.

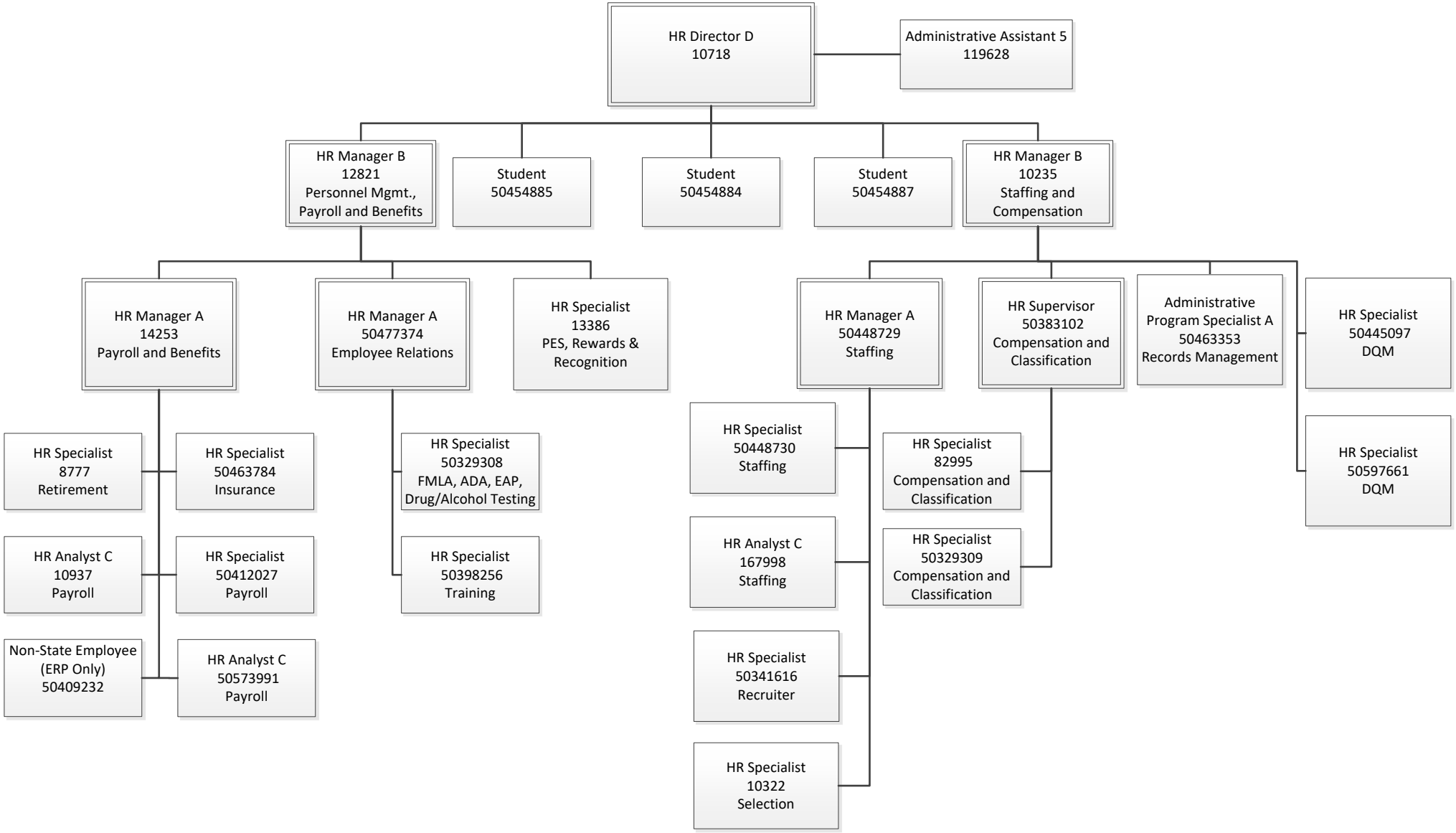
Unemployment Claims

Responsible for responding to unemployment claims. Represents the agency and provides testimony at administrative hearings regarding unemployment matters.

Oversees the preparation of the monthly HR newsletter that is distributed to all DOTD employees statewide and posted on the DOTD Intranet. This newsletter includes information on Compensation/Staffing, Benefits/Retirement/Payroll, Employee Relations, Training, General HR items, and Hot Topic items.

Oversees the agency's coordination of the State Combined Charitable Campaign (SCCC) program, including fund-raising activities and related communication.

May be required to perform other duties as necessary including but not limited to, emergency/disaster support activities.

Section 16 – Human Resources

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