

**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.

**RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:**

- Develop and implement an employee relations program to effectively deal with employment problem resolution.
- Design, plan, and implement employee relations procedures for addressing conflict amongst employees following initial investigation conducted by the Director/Associate Director of Human Resources.
- Facilitates communication among employees and supervisory personnel by providing guidance and consultation regarding problem solving, dispute resolution, litigation avoidance and strives to resolve internal conflict informally through appropriate conflict management and mediation techniques.
- Maintains good communication and positive relationships with employees to promote employee satisfaction.
- Be proactive in coordinating with Director/Associate Director, when possible, to prevent potential conflict situations from escalating.
- Relies on experience and judgment analyze situations and to plan and accomplish goal of bringing parties to a strategic, legal and fair agreement,
- Work in collaboration with Human Resources on the development and initiation of training programs for employee relations, to resolve internal conflict informally, through appropriate conflict management and mediation techniques.
- Facilitates communication among all employees, priests, religious men and women by providing guidance regarding problem solving, dispute resolution, litigation avoidance, including presentations.
- Prepare written communication in English/Spanish as necessary.
- Travel to various diocesan locations as required.
- Performs other duties as assigned.

**QUALIFICATION GUIDELINES**

1. Degree or Certificate in Conflict Resolution desired with a minimum 3-year experience in the area of conflict resolution or related field.
2. Must be practicing Catholic in good standings with the Church.
3. Familiar with concepts, practices, and procedures in dealing with conflicts and problem solving.
4. Bi-lingual English/Spanish required.
5. Must be able to respond effectively, and rely on experience and judgment to plan and accomplish specific goals as they relate to conflict resolution.
6. Prior work experience in a Human Resources/Labor Relations environment is required.
7. Conflict resolution and problem-solving skills are required.
8. Have ability to think quickly and have a degree of creativity with the ability to bring parties to a strategic, legal and fair agreement.
9. Must maintain confidentiality.
10. Have ability to stand firm in responding to both parties in a fair and just manner, and not be easily persuaded by one side or the other.
11. Have ability to use knowledge and insight into both party issue and/or concern.
12. Effective phone skills including answering questions over the phone.
13. Must have effective ability to operate PC including the following programs: Microsoft Word, Excel, Publisher, and other office machines including: copier, fax, etc.
14. Excellent written and verbal interactive communication skills and effective presentation skills required.
15. Skilled in coaching and facilitating personal and professional development programs, team development, and building relationships skills required.
16. Have excellent written skills; translation English/Spanish skills required.
17. Ability to comprehend and explain simple, semi-complex processes or procedures in a clear, concise manner.
18. Must have ability to interact professionally with employees at all levels of the organization.
19. Must have ability to work in a multi-cultural environment.
20. Must have reliable transportation.
21. 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: Sinia Bustamante

Diocese of San Bernardino, 1201 E. Highland Ave., San Bernardino, CA 92404

Email: sbustamante@sbdiocese.org or fax to: 909-475-5189

**The Diocese of San Bernardino is an Equal Opportunity Employer**