



EMPLOYEE RELATIONS MANAGER

Library 21c

40 hours per week, exempt

Open to all qualified current staff and external applicants

Date Posted : August 25, 2025

Location : 1175 Chapel Hills Dr., Colorado Springs, CO 80920

Starting Wage : \$28.26 per hour - \$35.29 per hour +full benefits
(for benefits information, please see ppld.org/careers/benefits)

Position Hours : 40 hours per week per the following schedule:

Monday – Friday : 8 a.m. – 5 p.m.

May occasionally need to work evenings or weekends

Note: Regular schedule may be subject to minor changes due to required meetings, training events, etc. Also, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

Application Procedure:

1. Complete a PPLD online application located at ppld.org/careers at the Application Tab. If it is an internal only job posting, please log in to ESS to fill the application.
2. Attachments should be submitted online in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. **Requires resume and cover letter. Applications will not be considered without a resume and cover letter.**
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531 - 6333, ext. 6380 or send an email to sgollapalli@ppld.org

Closing Date: This position is open until September 10, 2025, at 9:59 p.m. MDT.

EOE: As an Equal Opportunity Employer, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

EMPLOYEE RELATIONS MANAGER (contd.)

Position Summary

Operates in a diverse environment to help fulfill the Library's mission by supporting and coaching people managers to resolve employee relations issues. Supports employee engagement, development, and retention.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Participates in employee relations related issues, which may include employee disciplinary action, conflict or grievance resolution. Maintains consistent documentation of these issues.
- Participates in and may lead investigations into employee/employer misconduct.
- Assists in the development of programs meant to promote employee engagement and satisfaction within the organization and reduce turnover.
- Promotes the Employee Assistance Program, in conjunction with the program administrator.
- Conducts or moderates employee surveys, focus groups, or stay/exit interviews. Summarize findings and make recommendations.
- Develops and implements resources and trainings for people managers based on employee relations issues. Advises and trains managers and supervisors in best employee relations practices and strategies for managing supervisor problems and employee grievances. Develops further training as needed in conjunction with the Training Supervisor.
- Supports PPLD recruitment, selection, hiring, and onboarding processes.
- In conjunction with Human Resources leadership, conducts salary surveys, analyzes industry trends, and compares Library compensation to competitors to determine market competitiveness.
- Assists with job descriptions and position analysis/reclassification.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- Trains employees on Human Resources topics and best-practices; develops and presents course materials.
- Keeps informed about Library and department information.
- Serves as primary responder to unemployment insurance claims including taking the lead in any appeals hearings.
- Participates in special projects as assigned.
- Represents the Library District to community agencies and professional Library organizations; speaks to interested groups as requested.
- Serves on local, state and national committees; takes an active role in Library or other professional organizations.
- Attends regular department meetings and scheduled All-staff meetings.
- Performs other job-related duties as assigned.

EMPLOYEE RELATIONS MANAGER (contd.)

Required Knowledge, Skills, and Abilities

The employee is expected to perform or possess the following:

- Ability to multitask and effectively prioritize own workload.
- Outstanding communication skills both written and verbal, with excellent interpersonal skills and the ability to converse with various types of people from multiple backgrounds and cultures
- Thorough knowledge of the Pikes Peak Library District's policies and procedures and ability to follow them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission, vision, and values.
- Demonstrates advanced knowledge of human resources principles and best practices, especially in the areas of employee relations.
- Demonstrates knowledge of local, state and federal human resources regulations and guidelines.
- Ability to exhibit leadership, sound judgment and professional demeanor in all situations; thinks and acts appropriately under pressure.
- Demonstrates excellent public speaking and presentation skills.
- Demonstrates excellent verbal and written communication skills; maintains effective relationships within the department and with employees at all levels. Demonstrates good listening and advising abilities.
- Demonstrates ability to use applications software, including human resources management products, Microsoft 365 applications, SharePoint, Word, Excel, and Outlook, along with standard office equipment.
- Ability to work effectively as a team member, organize daily work and meet deadlines in a fast-paced, detail-rich environment.
- Has regular on-time attendance.
- Exercise professionalism and good judgement in interpersonal interactions.

Education and Experience:

- Requires a bachelor's degree in Employee Relations, Human Resources, or related field.
- Requires a minimum of two years of employee relations related experience.
- Two years of supervisory experience is preferred.
- Three years of human resources experience is preferred.
- SHRM Senior Certified Professional (SHRM-SCP), SHRM Certified Professional (SHRM-CP), HRCI Associate Professional in HR (aPHR), or HRCI Professional in HR (PHR), or similar credential preferred.

Physical and Environmental Conditions:

Work is primarily conducted in an office setting that provides comfortable lighting, temperature, and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability to stand for extended periods of time. Position requires the ability to occasionally reach, bend, climb, twist and squat. Position requires the ability to lift and move equipment weighing up to 30 pounds.

EMPLOYEE RELATIONS MANAGER (contd.)

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe workplace practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

This position is eligible for telecommuting with supervisor approval and based on employee performance. Employees will be required to attend in-person meetings, trainings, or events at the Library as directed by their supervisor or as necessary for the performance of their job duties.

Regular schedule may be subject to minor changes due to required meetings, training events, etc. Management may require changes to a position's schedule, days, times, and locations at any time as the needs of the Library District change.

The above position description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Conditions of Employment:

All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-Verify.
 - are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-Verify), education, former employment, and criminal history.
 - may be uniformly tested for job-related skills and required physical abilities.
 - may be required to undergo a physical examination after a job offer is extended in order to ensure that the job's physical requirements are met.
 - must understand and comply with PPLD's drug-free workplace policy.
 - understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice, In accordance with Colorado law.
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