

As an **Employee Relations Specialist** at COUNTRY Financial, you will serve as a key internal resource to address complex employee relations matters, performance management issues, policy violations and interpretation, and for investigating and resolving employee complaints and/or conflicts. You will also ensure compliance with all federal, state and local laws, regulations and requirements governing employment; maintain employee relations case files and electronic records; address issues with a bias towards proactive solutions, in an effort to reduce the number of overall complaints, by identifying key issues, trends and risk in partnership with HRBPs, legal, and business leaders.

The employee relations job family has a wide range of responsibility, including, but not limited to the following areas: (1) employee relations consulting and case management, including handling complex employee relations matters, and partnering with legal on employee complaints, and ADA/FMLA issues; (2) policy interpretation and development in accord with legal and government regulations and company objectives; (3) reductions in force; (4) business continuity/incident management crisis response; and (5) employee relations data analysis and trend reporting.

Responsibilities:

- Perform various employee relations duties, including employee counseling, equal employment opportunity, and disability services. Investigate and document employee complaints and disputes and recommend appropriate course of action.
- Sizes up complex people/business situation, sort through facts, develop alternatives and make sound recommendations.
- Provides insight to leadership to assess issues/potential risks and recommends actions to reach balanced solutions.
- Implements and administers human resources programs, policies, and practices. Responds to employee inquiries, questions and complaints; provides information, guidance and direction on HR programs, processes, and procedures to employees and managers. Tracks and compiles issue logs and complaints; provides feedback on HR policy and programs to area specialists and management.

Required Qualifications:

- Bachelor's degree and at least 2 years of employee relations, human resources or employment law experience **OR**,
- At least 4 years employee relations, human resources or employment law experience.

Preferred Qualifications:

- Knowledgeable of HR practices, understanding of financial impact of HR decisions, knowledge of the financial services industry, and a mindset to drive business performance.
- Knowledgeable of State and Federal (U.S.) employment laws.

- Demonstrates expected risk/controls behaviors by holding self and others accountable to operate within established procedures/parameters and to proactively prevent and/or address risk and control issues.
- Demonstrates an understanding of project management skills to execute established change plans and other initiatives, while tracking progress and results.
- Demonstrates a proficiency in MS Word, Excel and PowerPoint.

Physical Requirements:

- Work may extend beyond normal business hours as business needs dictate.
- Travel to agency offices and field locations to conduct training and investigations, and to attend meetings.

Click [here](#) to apply!

COUNTRY Financial does not generally sponsor individuals for employment-based visas for this position.

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