



Example of Advisor Relations Job Description

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Our innovative and growing company is searching for experienced candidates for the position of advisor relations. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for advisor relations

- Take ownership of the associated employee relations administration tasks and ensure completed within a timely manner
- Interpret and apply DaVita policies, employment law, and other regulations to provide advice, guidance, coaching and clarification for teammate relations and policy questions
- To deliver exceptional customer service and make genuine connections with both external Guests and internal stakeholders across all feedback channels including voice and social media face to face
- Meet departmental objectives/targets in line with Service Level Agreements
- To meet Guest demands by working on other activities as required by the Guest Services Team Leader or Guest Services Manager
- Responds to escalated inquires (via phone call and/or email) from Managers regarding matter involving employment practices, policies, employment laws and compliance guidelines
- Provides expert advice, guidance and counsel to managers, supervisors and HR colleagues on all employee relations issues, policy interpretation and questions
- Responds to manager's issues and questions, providing feedback to managers to ensure appropriate actions is taken where necessary
- Working with ER peers, ensures consistency of advice guidance on any initiatives or projects in enterprise
- Ensures that any employee relations issues are dealt with in the highest level of confidentiality, professionalism and sensitivity

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- Assisting with any other Generalist activities not defined including employee engagement activities, crew scheduling, labor relations meetings
 - Building capability partnering with front line supervisors in HR policy, conflict resolution, relationship building, employee/labor relations
 - Continually build upon Employee Relations technical knowledge through attendance at employment law briefings and conducted self-directed research into best practice
 - Analyse case management statistics to identify themes and make recommendations to share with the team and HR Business Partners
 - Accurately process invoices and allocate against the ER budget, flagging any concerns to the ER Manager
 - Take a proactive approach to the maintenance of ER processes and make any necessary amendments in Visio