Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT
JOB CLASS SPECIFICATION

Certified: 7/1/2026

Specialist, Workplace Relations Intake

Pay Scale: B
Level: 16
FLSA Status: Exempt
Job Family: Human Resources
Primary Location: Administration Building

Department Overview
The Department of Human Resources and Talent Development (HRTD) is committed to the recruitment, development, engagement and retention of employees. HRTD performs essential functions to support schools and facilities which include recruiting, hiring, onboarding, training, personnel record keeping, employee relations, and ensuring compliance and equity in the workplace. The department includes the following teams: Elementary, Secondary, Support Services, Recruitment, Operations, Classification & Compensation, Workplace Relations, Performance Management, Talent Development, Employee Recognition, Equity & Compliance, Labor Relations, Substitute Management, Employee Benefits and Leave & Disability.

Job Overview
The Intake Specialist serves as the critical first point of contact for all workplace and labor relations concerns, responsible for timely logging, accurate assignment, and coordinated routing to ensure compliance with applicable policies, regulations, and collective bargaining agreement timelines. This role ensures the timely and consistent assessment of all workplace concerns and the proper routing of each matter to the appropriate level of review and resolution; whether coordination with school or worksite administrators for onsite resolution, case handling by HRTD Workplace Relations, or formal investigation by HRTD Equity and Compliance. By accurately distinguishing between issues best addressed through local supervisory action and those requiring Division-level intervention, the Intake Specialist ensures that every concern is managed through the correct process and within required timelines. Additionally, in coordination with the Supervisor of Grievance Management, the Intake Specialist also performs a distinct compliance function for disputes governed by the collective bargaining agreement, ensuring that grievances alleging the misinterpretation, misapplication, or violation of the agreement are properly filed, acknowledged, routed, and tracked; and that required Division responses are transmitted in accordance with prescribed timelines and procedural requirements. This position is essential for reducing bottlenecks and ensuring legal compliance with new labor agreements.

Roles and Responsibilities
The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Receive and respond to reports of employee misconduct by conducting intake interviews with involved parties
- Collaborate with school administrators and Division partners to assess and implement appropriate support, fostering a climate that is supportive of employees, students, and administrators
- Prepare and present cases for review and transition cases appropriate for a formal investigation to an investigator

- Ensure appropriate reporting for Child Abuse, Title IX, and law enforcement
- Receive, log, and acknowledge all formal grievance filings submitted under the collective bargaining agreement or applicable LCPS policy using the Division's designated electronic grievance system
- Verify that filings meet procedural sufficiency requirements, including timeliness, proper format, and citation of the alleged violation of the collective bargaining agreement prior to routing for Step 1 review.
- Maintain accurate records of all grievance-related correspondence, filings, and decisions to ensure transparency and readiness for next step review, mediation, or arbitration
- Maintain a database and case resolutions, manage and monitor the processing of cases, and track investigation details in applicable systems
- Uphold confidentiality and data integrity in accordance with LCPS policies, labor agreements, and applicable laws governing employee records

Qualifications

Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education

Bachelor's Degree in Business Administration, Human Resources or related field

Experience

Two (2) years of experience in program administration or Human Resources

Licenses and Certifications

Knowledge, Skills and Abilities

- Knowledge of federal, state, and local employment laws, policies, regulations, and compliance requirements and practices specific to such laws and policies
- Knowledge of the principles and practices of public school administration, human resources administration, and workplace relations
- Ability to manage, protect, and impact confidential information
- Ability to establish and maintain effective working relationships
- Ability to engage in difficult conversations and to communicate negative information in a professional and respectful manner
- Ability to model professional, equitable, moral, ethical, and legal behaviors
- Proficiency in the use of personal computer and related hardware and software
- Proficiency in the use of Microsoft Excel and Word

Physical Requirements

The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Work requires frequently sitting and/or remaining in a stationary position for long periods of time; exerting up to 25 pounds of force occasionally and negligible amounts of force frequently to lift, carry, push, pull or otherwise move objects.

Equal Opportunity Employment

The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure

Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without accommodation.

Remote Work Disclosure

The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.