

**STATE OF OHIO (DAS)**  
CLASSIFICATION  
SPECIFICATION

**CLASSIFICATION SERIES:**

Labor Relations Officer

**SERIES NO.:**

6347

**MAJOR AGENCIES:**

All Agencies

**EFFECTIVE DATE:**

12/10/2017

**SERIES PURPOSE:**

The purpose of the labor relations officer occupation is to represent management's interests in all labor relations/collective bargaining matters, identify existing & potential labor problems & recommend resolutions.

At the lowest level, incumbents gather & analyze documents & facts to assist in resolution of grievances, review proposed disciplinary action & make recommendations for disposition & participate as part of management team during negotiation. At the next level, incumbents act as head of labor relations in assigned institution(s) or for Bureau of Parole in Department of Youth Services or Division of Parole & Community Services in Department of Rehabilitation & Correction or for major division within Department of Natural Resources or plans & coordinates one or more aspects of labor relations activities for specific sub-divisions as established by assigned agency. At the middle level, incumbents coordinate & monitor all labor relations activities for assigned geographical district or region or all activities pertaining to one aspect of overall labor relations program in central office location or coordinate & monitor all labor relations for assigned district of Department of Transportation or in agency with centralized labor relations program, coordinate & monitor all aspects of labor relations activities & in each case, assists supervisor in planning agency's overall labor relations program & if assigned, supervises staff. At the highest two levels, incumbents act as division chief of labor relations for assigned agency, with the level assigned being dependent upon the size of the employing agency or assist in planning & administering overall labor relations program in Department of Rehabilitation & Correction, Department of Transportation or in Office of Attorney General, Bureau of Criminal Identification & Investigation or in large agency with centralized labor relations program, assist in planning & administering overall labor relations program & if assigned, supervises staff or In Office of Collective Bargaining, provides consultation, advise & guidance to agencies on all labor relations/collective bargaining matters or plans & administers statewide labor relations & collective bargaining program.

**JOB TITLE**

Labor Relations Officer 1

**JOB CODE**

63471

**PAY GRADE**

10

**EFFECTIVE**

02/28/2010

**CLASS CONCEPT:**

The entry & developmental level class works under general supervision & requires working knowledge of labor relations/collective bargaining &/or human resources in order to gather & analyze facts & documentation to assist higher-level labor relations officer in resolving grievances, participate in local labor/management meetings & review disciplinary action to make recommendations for disposition.

**JOB TITLE**

Labor Relations Officer 2

**JOB CODE**

63472

**PAY GRADE**

12

**EFFECTIVE**

02/28/2010

**CLASS CONCEPT:**

The full performance level class works under direction & requires considerable knowledge of labor relations/collective bargaining in order to function as head of labor relations in assigned institution(s) or for Bureau of Parole in Department of Youth Services or Division of Parole & Community Services in Department of Rehabilitation & Correction or major division within Department of Natural Resources or plan & coordinate one or more aspects of labor relations activities for specific sub-divisions as established by assigned agency.

**JOB TITLE**

Labor Relations Officer 3

**JOB CODE**

63473

**PAY GRADE**

14

**EFFECTIVE**

12/10/2017

**CLASS CONCEPT:**

The advanced level class works under direction & requires thorough knowledge of labor relations/collective bargaining in order to coordinate & monitor all labor relations activities for assigned transportation district or in central office of large, decentralized agency, coordinate & monitor all labor relations activities for assigned geographical district or region or in agency with centralized labor relations program, coordinate & monitor all aspects of labor relations activities & in each case, assists supervisor in planning agency's overall labor relations program & if assigned, supervises staff or in Office of Collective Bargaining, consult, advise & provide guidance to assigned agencies on labor relations/collective bargaining matters on behalf of management & ensure compliance with all union contracts.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Labor Relations Administrator 1	63475	15	12/10/2017

**CLASS CONCEPT:**

The first supervisory/managerial level class works under general direction & requires extensive knowledge of labor relations/collective bargaining in order to plan & administer labor relations program of small or medium size agency, or in Department of Rehabilitation & Correction, Department of Transportation or other agency of comparable size & organizational structure (i.e., must operate districts or institutions), assist in planning & administering overall labor relations program, or in large agency with centralized labor relations program, assist in planning & administering overall labor relations program & if assigned, supervises staff or in Office of Attorney General, Bureau of Criminal Identification & Investigation only, participates in development of Bureau goals & objectives, participates in planning & development of agency wide policy matters & provides direction to supervisors in areas of labor relations, manpower planning & budget management or in Office of Collective Bargaining serves as assistant to Labor Relations Administrator 2 or equivalent (i.e., only one per major section) & acts for & on behalf of Administrator .

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Labor Relations Administrator 2	63476	16	12/10/2017

**CLASS CONCEPT:**

The second supervisory/managerial level class works under general direction & requires extensive knowledge of labor relations/collective bargaining in order to plan & administer labor relations/collective bargaining program for large, agency, supervise assigned staff in central office location &/or monitor activities carried out in subsidiary locations or in Office of Collective Bargaining, plan & administer statewide labor relations & collective bargaining program on behalf of management & supervise assigned labor relations/policy staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Labor Relations Officer 1	63471	EX	02/28/2010	10

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Gathers & analyzes facts & documentation concerning grievances filed to recommend resolution, assists higher level labor relations officer with grievances, proposed disciplinary action & makes recommendations concerning disposition & assists higher-level labor relations &/or personnel officer with preparation of case documentation, corrective actions, appeals & labor-management meetings (e.g., identifies existing & potential labor problems & makes recommendations for resolution within scope of current bargaining contracts; gathers & compiles data & other documents).

Provides information to management concerning bargaining agreements & labor relations communications received; monitors posting & use of bulletin board in assigned facility; maintains log & schedule of all access given to any organization for solicitation purposes; identifies training needs &/or assists other labor relations officers in training management employees; prepares & delivers training to management/supervisory employees; reviews policies, regulations & work rules to ensure they conform with union contracts.

Prepares & maintains records & reports on labor relations activities; attends labor relations meetings; receives training on initial & on-going basis in areas of personnel, labor relations/collective bargaining, human resources development, EEO & related areas to keep current of changes in policies, procedures & laws & their impact on assigned area.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of labor relations/collective bargaining; personnel/human resources management; communication skills & techniques or public relations; interviewing\*; agency &/or institutional policies & procedures\*; technical or business writing; civil service laws, rules & procedures\*. Skill in use of personal computer. Ability to define problems, collect data, establish facts & draw valid conclusions; prepare & maintain accurate reports & records; gather, collate & classify information about data, people or things; handle routine & sensitive inquiries from & contacts with governmental officials, employees, general public & union officials.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of two-year technical program or undergraduate major program core coursework in human resources management or public or business administration that included coursework in human resources or labor relations.

-Or 2 yrs. exp. in personnel/human resources management which involved training in labor relations/collective bargaining.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel, which may involve overnight stay; may be exposed to persons who are irate or hostile.

<b>JOB TITLE</b>	<b>JOB CODE</b>	<b>B. U.</b>	<b>EFFECTIVE</b>	<b>PAY GRADE</b>
Labor Relations Officer 2	63472	EX	02/28/2010	12

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

A - Functions as head of labor relations in assigned institution(s) or for Bureau of Parole in Department of Youth Services or Division of Parole & Community Services in Department of Rehabilitation & Correction or major division within Department of Natural Resources & plans & coordinates all labor relations activities (e.g., reviews &/or develops operational policies & procedures to ensure compliance with bargaining contracts; plans & implements training of management, supervisors & exempt employees in collective bargaining & disciplinary processes; identifies existing & potential labor problems & makes recommendations for resolution; coordinates & monitors solicitation activities of all outside employee organizations; researches data for personnel transactions & bids in accordance to bargaining contracts) & advises & consults with management personnel; or

B – Plans & coordinates one or more aspects of labor relations activities for specific sub-divisions as established by assigned agency.

Investigates proposed discipline complaints & grievances & recommends resolution; conducts &/or represents institution/agency in disciplinary, employee performance evaluation, grievance & adjudicative hearings; meets with employee organizations to discuss conflicts &/or changes occurring; prepares & delivers training to management/supervisory personnel.

Prepares & maintains required correspondence & administrative reports & records; performs special assignments as assigned; receives training on initial & on-going basis in areas of personnel, labor relations/collective bargaining, human resources development, EEO & related areas to keep current of changes in policies, procedures & laws & their impact on assigned area; assists in job-related interviews; evaluates applicant information; participates on agency & institution committees; attends management level meetings.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of interviewing\*; labor relations/ collective bargaining; personnel/human resources management; communication skills & techniques or public relations; agency &/or institutional policies & procedures\*; technical or business writing; civil service laws, rules & procedures\*. Skill in use of personal computer. Ability to define problems, collect data, establish facts & draw valid conclusions; prepare & maintain accurate reports & records; gather, collate & classify information about data, people or things; handle routine & sensitive inquiries from & contacts with governmental officials, employees, general public & union officials.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

12 mos. exp. as Labor Relations Officer 1, 63471.

-Or 24 mos. exp. in collective bargaining, which included labor relations & handling of grievances.

-Or completion of undergraduate core program in human resources management or public or business administration that included coursework in human resources or labor relations.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel which may include overnight stay; may be exposed to persons who are irate or hostile; may work evenings, weekends &/or irregular hours.

<b>JOB TITLE</b>	<b>JOB CODE</b>	<b>B. U.</b>	<b>EFFECTIVE</b>	<b>PAY GRADE</b>
Labor Relations Officer 3	63473	EX	12/10/2017	14

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

A - In central office location of large agency with decentralized labor relations operations (i.e., activities are carried out at branch, district &/or regional offices &/or institutions & final step of grievances process, at agency level, is handled at central office location of agency), coordinates & monitors all labor relations activities for assigned geographical district or region, which may include all or several institutions, or for all central office personnel, or in agency with centralized labor relations program, coordinates & monitors all aspects of labor relations activities & in each case, assists supervisor in planning agency's overall labor relations program & if assigned, supervises staff; or

B - In Department of Transportation, coordinates & monitors all labor relations activities for assigned district, with employee housed within district office site & assists central office labor relations officials in developing overall labor relations program; or

C - In Office of Collective Bargaining, consults, advises & provides guidance to assigned agencies on all labor relations/collective bargaining matters on behalf of management & ensures compliance with all union contracts (i.e., advises management on matters related to the administration of contracts or employee discipline or grievance procedures; meets with union, agency, or other interested parties to discuss labor relations matters, such as contract negotiations or grievances; drafts contract proposals or counter-proposals for collective bargaining or other labor negotiations; drafts rules & regulations to govern collective bargaining activities in collaboration with management & employee representatives; identifies alternatives to proposals of unions, employees, or government agencies; interprets contractual agreements for employers & employees engaged in collective bargaining or other labor relations processes; investigates & evaluate union complaints or arguments to determine viability; mediates discussions between employer & employee representatives in attempt to reconcile differences; monitors state workforce adherence to labor agreements; negotiates collective bargaining agreements).

Confers &/or advises management &/or labor relations officers concerning bargaining contracts, problems & possible resolutions & current & proposed labor activities & positions; researches issues & gathers facts & documents; represents agency &/or subsidiary location in grievance procedures, to include highest agency level & pre-disciplinary matters; provides training in contract administration & disciplinary action to managers & supervisors; represents agency during contract negotiations; evaluates current & potential labor problems & recommends resolution; acts as liaison with Office of Collective Bargaining; monitors agency's work rules, policies & procedures for conformance with existing union contracts; prepares & delivers training to management/supervisory personnel.

Prepares & maintains required correspondence & administrative reports & records; performs special assignments as assigned; receives training on initial & on-going basis in areas of personnel, labor relations/collective bargaining, human resources development, EEO & related areas to keep current of changes in policies, procedures & laws & their impact on assigned area.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of interviewing\*; labor relations/ collective bargaining; personnel/human resources management, communication skills & techniques or public relations; agency &/or institutional policies & procedures\*, technical or business writing; civil service laws, rules & procedures\*. Skill in use of personal computer. Ability to deal with large number of variables & determine specific course of action; prepare & maintain accurate reports & records; gather, collate & classify information about data, people or things; handle routine & sensitive inquiries from & contacts with governmental officials, employees, general public & union officials.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

24 mos. exp. as Labor Relations Officer 1, 63471.

-Or 12 mos. exp. as Labor Relations Officer 2, 63472.

-Or 3 yrs. exp. in collective bargaining, which included contract administration & management representation with regard to grievances &/or negotiated agreements (successful completion of the OCB Academy may be substituted for 6 mos. of

required collective bargaining experience referenced in this portion of the minimum qualifications; applicants who completed OCB Academy prior to 1/1/2018 may substitute 12 mos. exp.).

-Or completion of undergraduate core program in human resources management; 12 mos. labor relations/collective bargaining experience which included contract administration & management representation with regard to grievances &/or negotiated agreements (successful completion of the OCB Academy may be substituted for the 6 mos. labor relations/collective bargaining experience referenced in this portion of the minimum qualifications; applicants who completed OCB Academy prior to 1/1/2018 may substitute 12 mos. exp.).

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel that may include overnight stay; may be exposed to persons who are irate or hostile; may work evenings, weekends &/or irregular hours.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Labor Relations Administrator 1	63475	EX	12/10/2017	15

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

A - In small or medium size agency, plans & administers overall labor relations program to include developing overall policies & procedures to address recognized labor contracts & organizations, or in Department of Rehabilitation & Correction, Department of Transportation or other agency of comparable size & organizational structure (i.e., must operate districts or institutions), assists in planning & administering overall labor relations program to include scheduling & monitoring all Step 3 grievance proceedings or all requests for disciplinary action to ensure timely, applicable, consistent & contractually sound responses; or

B - In large agency with centralized labor relations program, assists in planning & administering overall labor relations program to include agency wide implementation of labor relations policy & procedures, monitoring all Step 3 grievance proceedings or all requests for disciplinary action to ensure timely, applicable, consistent & contractually sound responses & participates in development of goals & objectives, planning & development of agency wide policy matters & provides direction to agency supervisors in areas of labor relations; or

C - In Office of Attorney General, Bureau of Criminal Identification & Investigation only, participates in the development of Bureau goals & objectives, participates in planning & development of agency wide policy matters, provides direction to supervisors in areas of labor relations, manpower planning & budget management, develops & implements program policies (e.g., develops policy & procedure within Support Services in acceptance of material, to include Fed EX & UPS & guidelines for visitor control; develops policies & procedures of specific section of Affirmative Action relative to sworn law enforcement officers for CALEA, develops policies & procedures for end of year analysis & reports of grievances for year in order to address any adverse trends & any improvement to grievance process & written directives); or

D – In Office of Collective Bargaining, serves as assistant to Labor Relations Administrator 2 or equivalent (i.e., only one per major section), acts for & on behalf of Administrator (e.g., advises Labor Relations Administrator 2 & deputy director concerning labor &/or employee relations/collective bargaining policies & procedures & resolves complex & controversial matters); assumes functional responsibility for all program areas as assigned (e.g., layoffs, drug testing, grievance reviews); consults, advises and provides guidance on all labor relations/collective bargaining matters to agencies & all Labor Relations Officer 3 within the Office of Collective Bargaining.

Serves as liaison with director, commissioners, superintendents &/or other top management officials of agency to advise them of all labor relations matters & to develop positions to be presented to Office of Collective Bargaining in contract negotiations with employee organizations; responds to union issues on behalf of agency appointing authority; advises top management officials concerning specific problems & resolutions; provides training to agency managers concerning grievance process & resolution, work rule development, disciplinary actions, union access & other matters; represents agency appointing authority by overseeing agency's response at all Step 3 grievance hearings & mediations; investigates grievances & advises agency appointing authority; assists in &/or oversees agency's preparation of cases for arbitration; prepares & delivers training to management/supervisory personnel; monitors grievance trends; hears Step 3 grievances as assigned, renders decision & issues report. In Office of Attorney General, Bureau of Criminal Identification & Investigation only, coordinates job audit grievances; provides technical advice to administrators on personnel matters; counsels employees & explains policies, procedures & benefits; settles grievances & acts as labor relations/collective bargaining coordinator for Bureau.

Prepares & maintains required administrative correspondence, reports & records; receives training on initial & on-going basis in areas of personnel, labor relations/collective bargaining, human resources development, EEO & related areas to keep current of changes in policies, procedures & laws & impact on assigned area.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of interviewing, labor relations/ collective bargaining; personnel/human resources management; communication skills & techniques or public relations, agency &/or institutional policies & procedures\*; technical or business writing, civil service laws, rules & procedures\*. Skill in use of personal computer. Ability to deal with specific course of action; prepare & maintain accurate records & reports; gather, collate & classify information about data, people or things; handle routine & sensitive inquiries from & contacts with governmental officials, employees, general public & union officials.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

2 yrs. exp. as Labor Relations Officer 2, 63472.

-Or 1 yr. exp. as Labor Relations Officer 3, 63473.

-Or 4 yrs. exp. in collective bargaining to include contract administration & management representation with regard to grievances &/or negotiated agreements (successful completion of the OCB Academy may be substituted for 6 mos. of required collective bargaining experience referenced in this portion of the minimum qualifications; applicants who completed OCB Academy prior to 1/1/2018 may substitute 12 mos. exp.).

-Or completion of undergraduate core program in human resources management; 2 yrs. exp. in labor relations/collective bargaining which included contract administration & management representation with regard to grievances &/or negotiated agreements (successful completion of the OCB Academy may be substituted for 6 mos. of required collective bargaining experience referenced in this portion of the minimum qualifications; applicants who completed OCB Academy prior to 1/1/2018 may substitute 12 mos. exp.).

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel that may include overnight stay; may be exposed to persons who are irate or hostile; may work evenings, weekends &/or irregular hours.



<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Labor Relations Administrator 2	63476	EX	12/10/2017	16

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

A - In large agency plans & administers overall labor relations program, to include developing overall policies & procedures to address recognized labor contracts & organizations, supervises all labor relations officers & support staff housed in central office location, provides work direction & training to & has program supervision over all labor relations personnel housed in subsidiary locations (e.g., branch, district &/or regional offices &/or institutions); or

B – In Office of Collective Bargaining, plans & administers statewide labor relations & collective bargaining program on behalf of management (i.e., develops overall policies & procedures to address recognized labor contracts & organizations; supervises labor relations specialists/policy analysts & support staff; serves as State’s management liaison to agency deputy directors, human resources & labor relations administrators & their staff in order to provide technical assistance & gather input for the Office of Collective Bargaining goals & measures; assists agencies with their overall labor relations program issues as they arise & provides appropriate solutions; approves policies, rules & law changes on behalf of the Director of Administrative Services; prepares & delivers training to management/supervisory personnel when requested; creates reports and analyzes statewide data that impacts Collective bargaining; serves as lead negotiator for contract negotiations as assigned).

Serves as liaison with director, commissioners, superintendents &/or other top management officials of agency to advise them of all labor relations matters & to develop positions to be presented to Office of Collective Bargaining in contract negotiations with employee organizations; responds to union issues on behalf of agency appointing authority; advises top management officials concerning specific problems & resolutions; provides training to agency managers concerning grievance process & resolution, work rule development, disciplinary actions, union access & other matters; represents agency appointing authority by overseeing agency's response at all Step 3 grievance hearings & mediations; investigates grievances, advises agency appointing authority & recommends alternative actions on mediator's findings; assists in &/or oversees agency's preparation of cases for arbitration; prepares & delivers training to management/supervisory personnel if there is no exempt training personnel on staff.

Prepares & maintains required administrative correspondence, reports & records; receives training on initial & on-going basis in areas of personnel, labor relations/collective bargaining, human resources development, EEO & related areas to keep current of changes in policies, procedures & laws & their impact on assigned area.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of supervisory principles/techniques\*; labor relations/collective bargaining; personnel/human resources management; communication skills & techniques or public relations; agency &/or institutional policies & procedures\*; technical or business writing, civil service laws, rules & procedures\*; interviewing. Skill in use of personal computer. Ability to deal with specific course of action; prepare & maintain accurate reports & records; gather, collate & classify information about data, people or things; handle routine & sensitive inquiries from & contacts with governmental officials, employees, general public & union officials; establish friendly atmosphere as manager of large section.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

30 mos. exp. as Labor Relations Officer 2, 63472.

-Or 18 mos. exp. as Labor Relations Officer 3, 63473.

-Or 54 mos. exp. in collective bargaining to include contract administration & management representation with regard to grievances &/or negotiated agreements (successful completion of the OCB Academy may be substituted for 6 mos. of required collective bargaining experience referenced in this portion of the minimum qualifications; applicants who completed OCB Academy prior to 1/1/2018 may substitute 12 mos. exp.).

-Or completion of undergraduate core program in human resources management; 30 mos. exp. in labor relations/collective bargaining which included contract administration & management representation with regard to grievances &/or negotiated agreements (successful completion of the OCB Academy may be substituted for 6 mos. of required collective bargaining experience referenced in this portion of the minimum qualifications; applicants who completed OCB Academy prior to 1/1/2018 may substitute 12 mos. exp.).

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May require travel that may include overnight stay; may be exposed to persons who are irate or hostile; may work evenings, weekends &/or irregular hours.