



June 2023
FLSA: Exempt

HUMAN RESOURCES ANALYST

DEFINITION

Under general direction, performs complex and varied technical, professional, and confidential work required to administer human resources programs, including recruitment, job analysis and classification, compensation, training and development, employee and labor relations, and other human resources programs; performs research and analysis; provides consulting services to City departments related to all aspects of human resources programs and activities; performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Human Resources Director. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the journey-level classification in the Human Resources Analyst series. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed upon completion and for overall results. This class is distinguished from the Senior Human Resources Analyst in that the latter provides technical and functional direction to lower-level support staff and is responsible for the more complex work.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Coordinates and implements recruitment processes for City departments; confers with departments to ascertain departmental needs; coordinates and/or produces recruitment flyers and position announcements; screens resumes and applications; identifies qualified applicants.
- Organizes and administers oral and written examinations and results, including compiling test scores, preparing eligibility lists and candidate information, coordinating and/or conducting interviews, assisting departments in extending job offers, and coordinating follow-up pre-employment testing; monitors the hiring process and/or testing processes to assure adherence to applicable human resources policies.
- Oversees Workers' Compensation claims; provides recommendations on actions, potential outcomes, settlements, and litigation.
- Collects and compiles human resources data; prepares or assists in the preparation of monthly, quarterly, and year-end human resources, legal, summary, and technical reports, as directed.
- Conducts salary studies; performs research on salary and benefit information for use in the collective bargaining process, budget preparation, and cost analysis.
- Assists employees and management with the interpretation and correct application of City policies, procedures, and programs; provides advice and assistance regarding employment issues; investigates employee complaints.

- Coordinates the City's training activities, including identifying training needs, arranging for training presenters, working with trainers to ensure the City's needs and expectations are addressed, securing training sites, developing memos, flyers, emails, and voicemails, and providing visual aids and other materials as necessary; maintains training logs and records of completion.
- Participates in labor contract negotiation processes with assigned bargaining units.
- Conducts personnel and workplace investigations; assists in responding to grievances and administering disciplinary actions; coordinates management referrals to the Employee Assistance Program.
- Makes recommendations for the development and revision of human resources documents, procedures, and forms; assists in the development of policies, regulations, and procedures.
- Conducts special research assignments, gathers data, and prepares reports for consideration by management or special committees.
- Consults with supervisors regarding personnel related issues, needs, and services; counsels employees on human resources programs, policies, and processes; explains program provisions, procedures, and eligibility requirements; and assists employees with forms and human resources documents.
- Conducts surveys and compiles data on administrative, human resources, and operational problems or issues.
- Provides information to City staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and techniques of human resources administration in a public agency setting, including recruitment and selection, equal employment opportunity, and affirmative action; job analysis and classification; compensation analysis and administration; training and development; employee and labor relations, including negotiations and the interpretation of collective bargaining agreements; and worker's compensation.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Techniques for collecting, interpreting, and reporting complex and technical data and information.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Record-keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Conduct complex research projects on a wide variety of human resources topics, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.

- Effectively represent the department and the City in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations, and individuals.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Prepare effective reports, presentation, and outreach materials including recruitment and training materials, staff reports, and a variety of correspondence.
- Maintain accurate files and records.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree in human resources management, business or public administration, or a related field, and two (2) years of experience providing progressively responsible human resources support in a union environment.

Licenses and Certifications:

- Possession of, or the ability to obtain, a valid Class C California driver's license upon appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to operate a motor vehicle to visit various city departments and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.