



<b>CLASSIFICATION:</b>	Human Resources Analyst I/II	<b>ESTABLISHED:</b>	July 2010
<b>ALLOCATION:</b>	Human Resources and Organizational Services	<b>REVISED:</b>	August 2014
<b>FLSA STATUS:</b>	Non-exempt		
<b>UNION AFFILIATION:</b>	Non-represented/Confidential		

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### **JOB SUMMARY:**

Perform a broad range of complex and professional analytical duties in support of a centralized human resources, organizational services and risk management office. Major responsibilities include merit based recruitments; classification studies; compensation studies; organizational reviews and recommendations; diverse training for new and current staff; employee records and data systems' accuracy and support; initial labor and employee relations; provide overall advice to supervisors and managers on all aspects of human resources policies, practices and procedures; safety and risk management support; coordinate employee benefits; research and analysis of laws and regulations for compliance of human resources functions. Performs other related work as assigned.

### **Human Resources Analyst I:**

Under supervisory guidance, incumbents perform the more routine human resources responsibilities while learning County policies and procedures and specific techniques and regulations related to the broad area of Human Resources/Risk Management. As experience is gained, duties gradually become more diversified and are performed under more general supervision. This class is flexibly staffed with Human Resources Analyst II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency, which meet the qualifications for the higher-level class. This is the entry level in the Human Resources Analyst series.

### **Human Resources Analyst II:**

Under general direction, incumbents are expected to independently perform work in any of the defined areas as team structure, workload and training needs dictate. This is the journey level in the Human Resources Analyst series.

### **CLASS CHARACTERISTICS:**

This position reports directly to the Human Resources Director. This class is distinguished from Deputy Director Human Resources in that the latter has a substantial amount of management, administrative and supervisory duties in support of departmental functions programmatic responsibility and acts on the behalf of Human Resources Director in his/her absence.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Uphold Merit, County, State and Federal Personnel Laws, rules and regulations including Equal Employment Opportunity (EEO), Americans with Disabilities Act (ADA), Fair Employment & Housing Act (FEHA), Fair Labor Standards Act (FLSA), Workers' Compensation (WC) and other mandated personnel actions.
- Provide initial guidance to managers, supervisors and employees regarding any human resources function.
- Communicate with and respond to a variety of inquiries and complaints from the public, other agencies and county personnel.
- Provide salary, benefit and/or contract information to outside agencies and jurisdictions.
- Continually research and analyze human resources policies, practices and procedures; assist with policy development and maintenance.
- Provide guidance to less experienced professional staff on the methodologies, practices, and concepts related to the department's work and knowledge of past practices and precedents.
- Make presentations to large groups of employees, applicants, supervisors and/or managers and address contentious issues accurately and with tact and discretion.
- May assist with or perform a variety of human resources division specific responsibilities, depending on level.
- Chair/conduct/attend committee meetings as needed.
- Perform special projects as assigned.

#### **Important:**

- Prepare reports, correspondence and a variety of written materials; prepare and maintain accurate documentation of activities; maintain accurate records and files.
- Use standard office equipment, including a computer, in the course of the work; drive a personal or county motor vehicle in the course of the work.

**DIVISION SPECIFIC DUTIES (in addition to above):**

**Recruitment, Employee Development, Performance Evaluations, Separations:**

- Design and administer job-related selection procedures including application reviews, developing and conducting tests, interview and assessment techniques; analysis and development of ranking procedures.
- Research and analyze county needs for organizational development and workforce planning; assist in implementation of county-wide development; monitor and evaluate effectiveness of development programs and make recommendations if gaps occur.
- Provide advice and support to supervisors and managers involved in employee performance evaluations.
- Conduct exit interviews, including retirement, disability, voluntary and involuntary separation interviews to identify reasons for employee termination.

**Compliance, DOT, EEOC, Classification & Compensation and Policies and Procedures:**

- Ensure compliance with federal and state laws; fulfill all reporting requirements, including the Employee Retirement Income Security Act (ERISA).
- Evaluate job positions to determine classification, FLSA exempt or non-exempt status, and salary; develop and recommend occupational classification specifications, job descriptions and salary scales.
- Develop, recommend, evaluate and maintain human resources and organizational services policies, procedures and handbooks.
- Coordinate Department of Transportation (DOT) programs; act as liaison with third party administrators of drug testing; provide assistance and information to employee and management regarding DOT regulations.

**HRIS, Records and Budget:**

- Maintain county-wide human resources information systems and records; act as liaison with county Information Technology staff.
- Conduct cost/benefit analysis related to personnel pay and benefits to determine overall impact on County budgets. Provide senior management analysis as required.
- Implement and maintain records management programs for filing, protect information, retrieve records, and assure compliance with programs.
- Prepare budgets for personnel operations including regular and special budget reports.

**Employee Relations, FMLA, ADA and Grievances:**

- Provide internal consulting services relating to personnel needs/issues; assist in conducting personnel-related investigations; assist and advise management in the resolution of personnel issues; collaborate with management on appropriate discipline options; provide mediation and conflict resolution as needed.
- Analyze, coordinate, and maintain general and medical leaves of absence in compliance with the Family and Medical Leave Act (FMLA), Americans with Disabilities Act (ADA), and/or state laws; engage in the interactive process to ascertain precise job related limitations, identify potential accommodations and assess their effectiveness; coordinate leave benefits; and distribute written and verbal information to inform County management, supervisors and employees of program requirements.
- Participate in collective bargaining activities including negotiations, grievance hearings, and disciplinary actions; may represent the County in mediation, fact finding and arbitration hearings.

**Benefits and Safety:**

- Act in accordance with California Occupational Safety and Health Administration (CalOSHA) rules and regulations; maintain extensive files, documents and records for all work related injuries.
- Analyze and coordinate the activities and functions of a safety program; confer with management, supervisors and county staff to serve as a resource regarding safety rules, regulations, training and standards.
- Assist in the evaluation and administration of the county's benefit programs; act as liaison with third party administrators, county staff, and dependents to provide research and information as necessary.

**QUALIFICATIONS:**

**Knowledge of:**

**Human Resources Analyst I:**

- Basic concepts, policies, practices, principles and procedures of public human resources administration.
- Research and analytical methods, practices, and procedures to define and resolve issues.

- Principles and procedures related to risk management and safety administration.
- Computer applications related to the work including database or spreadsheet files and the development of reports.
- Business mathematics, statistics and algebra to analyze cost/benefit of human resources programs.
- Principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- The structure and content of the English language including the meaning and spelling of words, rules of composition, punctuation and grammar.

Human Resources Analyst II - In addition to the above:

- Mandated County, Federal and State Personnel Laws, rules and regulations, including the Family Medical Leave Act, California Family Rights Act, State Disability Insurance, Workers' Compensation, Unemployment Insurance, Fair Employment and Housing Act, Americans with Disabilities Act, Public Employment Relations Board rules and regulations and other related federal and state mandated programs.
- Comprehensive understanding of the principles and practices of merit based job analysis, recruitment, selection, and classification; compensation; benefits; labor relations; employee relations; negotiations; employee training and personnel information systems; and risk management and safety in a public agency setting.
- Advanced analytical techniques to determine cost/benefit of personnel programs.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership styles, production methods, and coordination of people and resources.
- Principles, practices and techniques for working effectively with appointed and elected officials of the County and other governmental jurisdictions.
- Effective negotiations strategies and consensus development with individuals and organizations having a broad range of interests.
- Applicable laws, codes and regulations.
- Principles and techniques of preparing effective written informational or educational materials.
- Techniques for working successfully with other employees in a lead capacity.
- Principles and practices of technical and functional supervision and training.

**Skill in:**

Human Resources Analyst I:

- Working without close supervision in standard work situations.
- Preparing clear and concise staff reports, policies, procedures, correspondence, draft ordinances and other written materials.
- Understanding and following oral and written directions.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Maintaining accurate records and files.

Human Resources Analyst II - In addition to the above:

- Independently performing complex analytical personnel and/or risk management work in the area(s) to which assigned.
- Monitoring and assessing the performance of one's self, other individuals, or processes to make improvements or take corrective action.
- Interpreting, applying and explaining complex federal, state and local laws related to the administration of a public personnel system.
- Responding to complex inquiries or complaints from managers, supervisors, employees, attorneys, regulatory agencies, or the public.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Using research and analytical methods, practices, and procedures to define and resolve issues.
- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Defining and analyzing problems and issues, identifying alternative solutions, projecting consequence of actions and implementation of recommendations.

- Carrying assigned analytical projects through from data gathering to completion.
- Organizing own work, managing multiple projects and meeting critical deadlines.
- Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge and skills.
- Planning, directing and reviewing the work of others on a project.
- Being aware of others' reactions and understanding why they react as they do.
- Bringing others together and trying to reconcile differences.
- Effectively using tact, patience and courtesy in dealing with those contacted in the course of the work.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

**Ability to:**

**Human Resources Analyst I:**

- Read, analyze, interpret, and explain technical journals, financial reports, legal documents, operating and procedure manuals, general business periodicals, professional journals, government regulations, applicable laws, codes and regulations etc.
- Perform professional personnel and risk management work in a variety of assigned areas.
- Collect and analyze data; apply common sense understanding to solve practical problems.
- Effectively use interpersonal skills in a tactful, patient, and courteous manner.
- Use initiative and independent judgment within established procedural guidelines.
- Prioritize work to meet deadlines.
- Perform effectively as a team member.
- Compose, proofread, and edit general correspondence, routine reports, contracts, policies and procedures, etc.
- Communicate competently and effectively in writing and verbally as appropriate for the needs of the audience.
- Add, subtract, multiply, divide; compute fractions, ratios, percentages, proportions; draw and interpret graphs and charts; and apply these concepts to practical situations.

**Human Resources Analyst II** - In addition to the above:

- Make decisions under broad guidelines
- Initiate project tasks with minimal direction.
- Work effectively on several projects concurrently.
- Define problems, establish facts, and draw valid conclusions; apply common sense understanding to solve practical problems and deal with a variety of variables in situations where only limited standardization exists.
- Make rational judgments and decisions in a timely manner particularly in situations involving potential risks.
- Analyze situations accurately and adopt an effective course of action or make recommendations for more complex situations.
- Speak effectively and present information before groups of employees, managers, or officials.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Mobility to work in a typical office setting, use standard office equipment, and to drive a motor vehicle in order to attend meetings and visit work sites.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Working Conditions:**

- Generally in a normal office environment, however, may have to administer tests or attend meetings with large groups.
- Occasionally may be required to travel to various worksites or locations.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, the County reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures:

**Licensing and Certification:**

- May require the ability to obtain a valid California Class C driver's license within 10 days of employment; maintain valid California Class C driver's license.

**Special Requirements:**

- Must successfully complete an extensive and thorough background investigation which includes Live Scan fingerprinting required prior to hire.
- Occasionally attend meetings outside of normal working hours.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Human Resources Analyst I**

**Minimum:** A Bachelor's Degree from an accredited college or university with major course work in human resources, public or personnel administration, industrial relations, business, economics, or a closely related field.

*Candidates with strong experience who lack the degree and can demonstrate they possess the required knowledge, skills and abilities are encouraged to apply.*

**Preferred:** In addition to the minimum qualifications, experience in human resources administration which has included recruitment, benefits, classification, compensation and/or the interpretation of human resources policies or possession of a valid SPHR/PHR certification.

**Human Resources Analyst II**

**Minimum:** A Bachelor's Degree from an accredited college or university with major course work in human resources, public or personnel administration, industrial relations, business, economics, or a closely related field and two years of experience equivalent to a Human Resources Analyst I.

*Candidates with strong experience who lack the degree and can demonstrate they possess the required knowledge, skills and abilities are encouraged to apply.*

**Preferred:** In addition to the minimum qualifications, possession of a valid SPHR/PHR certification, and/or an advanced degree in a closely related field and additional years of professional experience in a private/public sector human resources department. Knowledge of risk management, cost analysis and/or employee safety or experience in a public agency setting is desirable.

**This class specification lists the major duties and requirements of the job. Incumbent(s) may be expected to perform job-related duties other than those contained in this document.**

Human Resources Approval: Martha K. Wilson  
Date:

EEOC: B  
WC: 9410

Human Resources Approval: Cindy Clark  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_