



## PRINCIPAL HUMAN RESOURCES ANALYST

### DEFINITION

Under general direction, provides expert professional assistance in planning, organizing, managing, and providing administrative oversight for major functions and activities of the Department of Human Resources; serves as the subject matter expert in one or more of the following areas: recruitment and selection, employee benefits administration, labor and employees relations, risk management, or other human resources areas; assists in coordinating assigned activities with other County departments, divisions, and the public; provides highly responsible and complex professional assistance to the Director of Human Resources in areas of expertise; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Human Resources. Exercises direct supervision over supervisory, professional, technical, and administrative support staff.

### CLASS CHARACTERISTICS

This is a management classification in the Human Resources Analyst class series. Incumbents are responsible for overseeing the daily operations and activities for assigned function(s) within the department and are responsible for providing high-level professional assistance to the Director of Human Resources or Assistant Director of Human Resources by performing the most complex human resources work and developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion.

### EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Assumes management responsibility for major human resources functions and activities such as recruitment and selection; risk management, benefits, employee and labor relations; or related activities and identifies opportunities for improvement in the current policies, procedures, and systems; develops recommendations for changes, recognizing the implications of recommendations; implements modifications to the program, policies, and/or procedures as appropriate.
- Assists in the development and implementation of goals, objectives, policies, procedures, and work standards for the human resources function.
- Represents the County in meetings with representatives of governmental agencies, professional and business organizations, employee organizations, and the public.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations.
- Meets with department staff regarding interpretations of human resources policies and procedures.
- Recommends selection of assigned staff and provides for their training and professional development; interprets policies and procedures to employees.
- Directs and manages the work of consultants; assists in the preparation of requests for proposals, reviews bids, and interviews and selects consultants; manages workflow, sets expectations and priorities, and monitors outcomes; negotiates contracts.

- Monitors developments and legislation related to personnel matters, evaluates their impact upon County operations, and recommends and implements policy and procedural improvements.
- Maintains awareness of and participation in the external professional environment and resources to ensure the highest level of professional standards are applied to service delivery within the County's Department of Human Resources.
- Performs related duties as assigned.

*Employee and Labor Relations Services:*

- Provides staff support in contract negotiations; prepares summaries, collects data, and makes recommendations.
- Conducts complex investigations regarding allegations of unlawful discrimination, harassment, and/or violations of County policies, procedures, or negotiated memoranda of understanding; interviews complainants, respondents, and witnesses; makes recommendations regarding subsequent actions.
- Advises County officials on interpreting human resources rules, practices, and memoranda of understanding; investigates grievances and discrimination complaints.
- Participates in developing long-range sustainable strategies for the County's labor and employee relations program with key County management staff to ensure that the program is consistent with the County's strategic plan, as well as the mission, vision, and goals of the Board of Supervisors.

*Risk Management Services:*

- Plans, organizes, coordinates, and supervises a comprehensive risk management and loss control program, including but not limited to workers' compensation, as well as liability and industrial safety programs.
- Conducts or directs studies of operations, and researches data and information to identify potential risk exposure and liability; analyzes trends and information and makes recommendations on cost efficiencies in the management of risk management assets.
- Negotiates and administers consultant and third-party administrator contracts, directing and coordinating the work of third-party administrators as required.

*Recruitment and Selection Services:*

- Directs, manages, monitors, and evaluates the programmatic administration and operations of the County's recruitment and selection policies, procedures, and processes to ensure compliance with all applicable laws, guidelines, and regulations; updates recruitment plans as necessary.
- Directs and conducts analytical studies; develops and reviews reports of findings, and alternative recommendations.
- Manages, coordinates, and monitors classification and/or compensation studies conducted for a single department, multiple departments, or County-wide; plans, oversees, and reviews the conduct of job analyses and development of recommendations for position allocations; directs salary and total compensation surveys and develops salary recommendations.
- Directs, evaluates, analyzes, and develops recommendations for or changes to the examination procedures, training and experience ratings, supplemental questionnaires, tests, interview panel usage, interview questions, and other selection tools; personally performs recruitment and selection projects.

*Employee Benefits Services:*

- Directs, manages, monitors, and evaluates the programmatic administration and operations of the County's employee benefit plans/programs, including but not limited to health, life, vision, dental, and unemployment insurance; prepares recommendations regarding third-party administrators, County self-insured programs, and other benefits programs; provides advice and explanations to employees regarding complex benefits questions.

- Serves as the subject matter expert regarding the County's Employee Benefit Program; leads the County's health benefits committee.
- Serves as the subject matter expert regarding the County's administrative leave program and interprets related laws, guidelines, regulations, policies, and procedures; answers questions and provides guidance with respect to the various leave policies.
- Determines the County's needs with regard to various human resources activities; conducts employee and organizational surveys; oversees and participates in the collection, analysis, and presentation of survey data; makes recommendations based on survey data.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and supervision of staff.
- Principles and practices of comprehensive human resources program development, implementation, and management in a public agency setting.
- Advanced principles, practices, and techniques of public human resources administration, including employee and labor relations, recruitment and selection, affirmative action, classification and compensation, job analysis, job evaluation, employee development, employee benefits administration, leave management administration, and risk management.
- Principles and practices of labor relations in a public agency setting, including effective negotiation techniques.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to the assigned area(s) of responsibility.
- Organizational and management practices as applied to the development, analysis, and evaluation of projects, programs, policies, procedures, and operational needs of the Department of Human Resources.
- Benefits administration and the insurance industry operations and standards.
- Principles and practices of leadership.
- Advanced investigative techniques and procedures, including interviewing methods.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Basic budgetary principles and practices.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County 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:**

- Assist in planning, organizing, administering, reviewing, and evaluating a broad human resource services program and directing staff in specified day-to-day human resources activities.
- Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned area(s) of responsibility.
- Provide administrative, management, and professional leadership for human resources functions and activities.

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Investigate, evaluate findings, and reach sound conclusions regarding allegations of discrimination, harassment, and other violations of County rules, regulations, and policies.
- Interview and obtain information from complainants, suspects, and others.
- Analyze complex problems, evaluate alternatives, and make creative recommendations; and perform the most complex work within the assigned area(s) of responsibility.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Anticipate the implications and consequences of situations, and plan contingencies.
- Recognize interests of all stakeholders/departments and mitigate impacts of change.
- Exercise sound, independent judgment within general policy guidelines and legal constraints.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Assess a particular audience and express ideas clearly and effectively to that audience.
- Interact professionally and work collaboratively and productively with various management levels and union representatives, either one-on-one or in groups; maintain personal control in controversial situations.
- Present arguments in writing in a thorough and persuasive manner.
- Use advance research methods and data sources to obtain, analyze, and evaluate data involving labor relations, salary administration, and fringe benefits.
- Make formal and public meeting presentations, and conduct group training.
- Gain cooperation through discussion and persuasion.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- 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 the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.*

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in human resources management, business or public administration, industrial/organizational psychology, or a closely related field;

AND

Five (5) years of increasingly responsible professional human resources administration experience within at least one of the following areas: recruitment and selection, employee benefits administration, labor and employees relations, and risk management;

AND

Two (2) years of supervisory experience.

Experience in a public agency is desirable.

**Licenses and Certificates:**

- Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment and a satisfactory driving record.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, 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 weighing up to 25 pounds. 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 members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

May be required to attend meetings outside of regular working hours.