



DECEMBER 2018
FLSA: EXEMPT
Bargaining Unit: UM
JCN: 1404

SR. HUMAN RESOURCES ANALYST

DEFINITION

Under direction, performs advanced, difficult, and confidential analytical assistance in the administration of human resources operations, programs, and projects including recruitment and selection, classification, compensation, employee training and development, and employee and labor relations; conducts and coordinates advanced research and analyses of complex human resources practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; conducts difficult and/or specialized studies, analyses, and evaluations for assigned areas; participates in departmental planning activities to improve organizational productivity and customer service; provides consulting services to County departments related to all aspects of human resources programs and activities; fosters cooperative working relationships among County departments; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. May provide functional and technical leadership over subordinate professional staff. May exercise direct supervision over professional, technical, and/or administrative support staff.

CLASS CHARACTERISTICS

This is the advanced-level class in the professional Human Resources Analyst class series. Incumbents work under direction, exercising a high level of discretion and independent judgment in performing the full range of routine to complex duties related to the supervision and administration of human resources programs and activities. Responsibilities emphasize staff and program leadership as well as the provision of complex and/or specialized professional-level support to assigned management personnel. The work requires a high-level of accountability, judgment, and decision-making, and incumbents must frequently present strategies and recommendations that are without precedent or an established process. Successful performance of the work requires extensive professional experience as well as the ability to coordinate assigned functions with those of other departments and outside agencies.

Incumbents at this level typically serve as lead workers over subordinate professional staff and/or may directly supervise professional, technical, and/or administrative support staff.

With or without lead worker duties as described above, positions may also be allocated to this class based on advanced responsibility for coordinating the activities of a distinct human resources program, function, or work unit. In this role, an incumbent has significant responsibility for the development of goals, objectives, and operational strategies for the assigned program/unit and for quality control/improvement.

This class is distinguished from the class of Human Resources Analyst II in that the latter performs journey-level administrative analytical work but does not preponderantly lead or supervise the work of other professional staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Performs advanced professional analytical work in the administration of assigned human resources operations, programs, and projects; conducts complex analyses to identify alternatives and make recommendations regarding such matters as organizational structure, staffing, cost/benefit, productivity, and policy or procedure modifications; evaluates alternatives and develops conclusions.
- Leads, plans, organizes, assigns, and reviews the work of human resources professional, technical, and administrative support staff; oversees the operations and activities of an assigned function or program area such as, but not limited to, recruitment and selection, job analysis and classification, compensation, employee training and development, and employee and labor relations; assumes significant responsibility for the development of goals, objectives, and operational strategies for the assigned program/unit and for quality control/improvement.
- Develops and coordinates sound recruitment, testing, and selection processes by evaluating recruitment materials and sources, developing and administering all phases of the examination process, and assisting hiring departments with the employee selection process; develops and implements background investigative policies and procedures and oversees and conducts background investigations; maintains background investigation and records management databases; tracks fingerprinting activities; ensures equal employment opportunity for all candidates consistent with the Equal Employment Opportunity Plan.
- Advises departments on methods and procedures for improving complex recruitment and selection processes for their vacant positions; ensures the use of job analysis for developing job announcements and written, oral, performance, or other selection processes.
- Provides complex advice and counsel to department directors, managers, supervisors, and employees in the interpretation and correct application of federal, state, and County policies, MOUs, procedures, and programs pertaining to human resources policies, procedures, contracts application, and the administration of grievances.
- Conducts difficult and complex classification studies; reviews and analyzes class specifications and position questionnaire forms; collects background occupational and job comparison data; conducts interviews with incumbents and supervisors; analyzes positions to determine similarity with other internal or external positions or established classes; recommends allocation of positions to the most appropriate classes.
- Conducts and coordinates investigations of allegations of misconduct, harassment, or unlawful discrimination; writes or edits various notices and related correspondence for labor attorney review and approval, including notices of due process, notices of findings, letters of discipline, and separation agreements; makes recommendations to the Director and labor attorney; coaches managers and directors regarding the conduct of termination meetings and serves as a witness to terminations.
- May supervise the work of professional, technical, and/or administrative support staff, including responsibility for staff selection, training, motivation, and evaluation; prioritizes and coordinates work assignments; provides and/or coordinates staff training; reviews work for accuracy; works with employees to correct deficiencies.
- Develops new or revised class specifications, class concepts, and career ladders/lattices based on job analyses or classification review.
- Conducts complex salary studies; researches salary and benefit information for use in the collective bargaining process, budget preparation, and cost analysis.
- Develops and participates in employee and labor relations activities; reviews performance evaluations for consistency and makes recommendations; works closely with management on issues that require resolution or contract clarification.
- Facilitates and participates in the grievance process; draft grievance responses; attends grievance hearings; and may serve as a witness during hearings.
- Assists with labor contract negotiations; prepares labor relations documents and contract language; represents the County in meetings with bargaining units.

- May conduct interactive process meetings with employees, supervisors, managers, and directors to determine reasonable accommodations to work restrictions under the Americans with Disabilities Act (ADA).
- Coordinates the County's training activities, including developing training syllabus and programs, identifying training needs, arranging for training presenters, and working with trainers to ensure the County's needs and expectations are addressed; secures training sites; develops memos, flyers, emails, and voicemails; and provides visual aids and other materials as necessary.
- Coordinates the collection, compilation, and analysis of human resources data; coordinates and ensures the preparation of monthly, quarterly, and year-end budgetary, legal, summary, and technical reports as directed.
- Coordinates the maintenance of appropriate human resources documents, procedures, and forms; recommends policies, regulations, and procedures.
- Develops and recommends standardized procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; identifies opportunities for improvement.
- Conducts complex research assignments; gathers data and prepares a variety of reports, correspondence, manuals, records, and other documents for consideration by management or special committees.
- Discusses analyses findings with management staff; makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.
- Coordinates and integrates program services and activities with other agencies and County departments.
- Provides complex staff assistance to Human Resources management; prepares and presents staff reports and other necessary correspondence; attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, processing contracts and agreements, attending meetings, preparing agendas and taking minutes, responding to Public Records Act and subpoena requests; and serving on various task forces and committees.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of leadership and supervision, including work planning, assignment review and evaluation, and the training of staff in work procedures.
- Advanced principles and practices of government human resources program development, implementation, and management in areas such as: recruitment and selection; equal employment opportunity; job analysis and classification; compensation analysis and administration; employee and labor relations; and training and development.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures consistent with the assigned area.
- Advanced organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Advanced administrative principles and practices, including goal setting, program development, implementation, evaluation, and project management.
- Advanced research and reporting methods, techniques, and procedures; statistical analyses and various methods of presentation of data and recommendations.
- Sources of information related to a broad range of County programs, services, and administration.
- Principles and practices of public relations.
- Principles and practices of contract administration and evaluation.
- Advanced negotiation techniques.
- Recent and ongoing developments, current literature, and sources of information related to the operations of the assigned programs.
- Recordkeeping principles and procedures.

- 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:

- Lead and/or supervise the work of subordinate staff.
- Lead, coordinate, and perform advanced professional analytical work to support human resources functions and programs; plan and implement departmental programs and services.
- Understand, interpret, and apply complex laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Lead and conduct advanced and complex research on a variety of human resources topics and devise methods and procedures for obtaining a variety of data.
- Develop, administer, and analyze employment tests and/or selection devices for a variety of occupations.
- Lead and conduct difficult job analyses and make sound classification decisions.
- Lead and conduct difficult management, administrative, and operational studies; evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Research, analyze, evaluate, and recommend improvements in service delivery methods, policies, procedures, and techniques.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Collect, analyze, and interpret data; draw conclusions, summarize, and present administrative and technical information and data in an effective manner.
- Effectively lead and administer special projects with contractual agreements and ensure compliance with stipulations.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Deal effectively with employees and others in difficult situations and/or conflicts; gain cooperation through discussion and persuasion.
- Apply independent judgment and personal initiative in assigned area.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Make complex mathematical and limited statistical calculations with accuracy.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written material.
- Maintain accurate files and records.
- 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.
- 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

Two (2) years of journey-level professional human resources experience at a level equivalent to the County's class of Human Resources Analyst II.

Public sector experience is preferred. Lead or supervisory experience is desirable.

Licenses and Certifications:

- Possession of a valid California driver license and a satisfactory driving record at the time of appointment, and maintenance of such during employment.
- Possession of a Professional in Human Resources certification is preferred.

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 County and meeting sites; vision to read printed material 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 primarily in an office environment with moderate noise levels and controlled temperature conditions, and occasionally in the field where they may be exposed to inclement weather. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.