



## HUMAN RESOURCES ANALYST I/II

### DEFINITION

Under general supervision or direction, performs professional analytical work in the administration of assigned human resources operations, programs, and projects including recruitment, examination, job analysis, classification, compensation, equal employment opportunity, employee and labor relations, benefit administration, and training and development; researches and analyzes human resources practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; conducts needs analyses, feasibility studies, and evaluations for assigned projects and programs; provides consulting services to County management and staff regarding 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 general supervision or direction from assigned supervisory or management personnel. May exercise direct supervision over technical and/or administrative support staff.

### DISTINGUISHING CHARACTERISTICS

*Human Resources Analyst I:* This is the entry-level classification in the Human Resources Analyst class series. Initially under general supervision, incumbents learn and perform routine duties relating to professional human resources administrative or programmatic support while learning County policies and procedures and specific techniques and regulations related to the broad area of human resources. As experience is gained, assignments become more varied, complex, and difficult; general supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

*Human Resources Analyst II:* This is the fully qualified journey-level classification in the Human Resources Analyst class 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. Primary assignments may be concentrated in one or two specialist human resource areas. However, incumbents are expected to perform work in any of the defined areas as workload and training needs dictate. 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. Incumbents do not supervise other professional staff but may supervise technical and/or administrative support staff as an ancillary duty.

This class is further distinguished from the Sr. Human Resources Analyst in that the latter coordinates and performs the more complex duties in a specific area(s) and may supervise subordinate professional staff.

Positions in the Human Resources Analyst class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience that

meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

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

- Performs professional analytical work in the administration of assigned human resources operations, programs, and projects; conducts 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.
- Implements 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 recruitment and selection processes for their vacant positions; performs job analysis for use in developing job announcements and written, oral, performance, or other selection processes.
- Provides 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.
- Reviews performance evaluations for consistency and makes recommendations; works closely with management on issues that require resolution or contract clarification.
- Conducts 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.
- Develops new or revised class specifications, class concepts, and career ladders/lattices based on job analyses or classification review.
- Conducts salary studies; researches salary and benefit information for use in the collective bargaining process, budget preparation, and cost analysis.
- Provides consultation to County departments and employees on risk management problems, including workers' compensation and health and safety issues; communicates and coordinates regularly with appropriate internal and external parties to maximize the effectiveness and efficiency of assigned programs and activities, minimize risk, and advise on claim developments.
- Assists with coordinating the County's multi-tiered employee benefits programs including those related to health, life, dental, vision, long-term disability, employee assistance, and Consolidated Omnibus Budget Reconciliation Act (COBRA) administration for active employees and retirees; acts as liaison to various third-party benefits administrators and health carriers; orients employees regarding benefit programs and insurance coverage.
- Calculates benefit amounts for long- and short-term disability coverage; prepares claims statements and follows-up as required.
- Conducts interactive process meetings with employees, supervisors, managers, and directors to determine reasonable accommodations to work restrictions under Americans with Disabilities Act (ADA).
- Coordinates County-wide open enrollment for benefits; prepares open enrollment benefit materials, literature, and communications; assists employees with enrollment processes.
- Researches, analyzes, and recommends changes in benefit program design and contract provisions.
- Works with the occupational health vendor regarding the processing of medical examinations for prospective employees.

- Responds to employee and retiree questions and complaints; interfaces with third-party administrators to resolve claims appeals and provide guidance in policy interpretation and plan documents.
- Collects, compiles, and analyzes human resources data; prepares or assists in the preparation of monthly, quarterly, and year-end budgetary, legal, summary, and technical reports as directed.
- Assists in developing and revising human resources documents, procedures, and forms; assists in the development of policies, regulations, and procedures.
- Conducts special research assignments; gathers data and prepares a variety of reports, correspondence, manuals, records, and other documents for consideration by management or special committees.
- Discusses findings with management staff; makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.
- Works in conjunction with other departments, depending upon the nature of the assigned operation, program, or project to which assigned.
- Attends meetings, conferences, workshops, and training sessions and may represent the department as assigned; works with other government agencies, civic and community organizations, professionals, consultants, committees, and others as needed to accomplish assignments.
- Analyzes proposed legislation, labor law, court cases, advisory committee recommendations, and decisions of hearing bodies to determine impact on departmental operations; recommends sound courses of action.
- Administer end-to-end exam development process,
- Provide expertise to Subject Matter Experts on matters related to Human Resources
- May supervise the work of technical and/or administrative support staff, including responsibility for work activities as well as staff selection, training, motivation, and evaluation; prioritizes and coordinates work assignments; provides and/or coordinates staff training; reviews work for accuracy; may work with employees to correct deficiencies.
- Performs related duties as assigned.

### **QUALIFICATIONS**

*Some knowledge and abilities may be performed by positions at the entry (I) level in a learning capacity.*

#### **Knowledge of:**

- Principles, practices, and techniques of human resources in a public agency setting, including: recruitment and selection; equal employment opportunity; job analysis and classification; compensation analysis and administration; and benefit administration, leave management, and training and development.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility, including COBRA, Family Medical Leave Act, Health Insurance Portability and Accountability Act, IRS Section 125, ADA, and related laws.
- Principles and practices of employee benefit and insurance programs.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Analytical processes and project and/or program management including, but not limited to, purchasing, contracts, training, human resources, finance, budgeting, and other related administrative areas.
- Administrative principles and methods, including goal setting, planning, program, and budget development and implementation.
- 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.
- 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:**

- Perform professional analytical work to support human resources functions and programs; plan and implement departmental programs and services.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Conduct 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 validity and conformity consistent with industry standards.
- Analyze jobs and make sound classification decisions.
- Plan and conduct effective management, administrative, and operational studies; evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Research, analyze, and evaluate service delivery methods, procedures, and techniques.
- Develop/recommend improvements in operations, procedures, policies, or methods.
- Conduct job analyses and make sound classification decisions.
- Collect, analyze, and interpret data; draw conclusions, summarize, and present administrative and technical information and data in an effective manner.
- 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.
- Facilitate exam development, and subject matter experts meetings or panels.
- Apply independent judgment and personal initiative in assigned area.
- Gain cooperation through discussion and persuasion.
- 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.
- 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.*

Human Resources Analyst I:

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 increasingly responsible experience performing paraprofessional administrative duties equivalent to a Human Resources Technician or Administrative Technician.

Human Resources Analyst II:

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 increasingly responsible professional human resources experience, preferably in the public sector.

**Licenses and Certificates:**

- Possession of a valid California driver license and a satisfactory driving record at the time of appointment, and maintenance of such during employment.

**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 material and a computer screen; and hearing and speech to communicate in person 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, typewriter 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 up to 25 pounds. 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.