

**CLASS SPECIFICATION
Human Resources Analyst**

GENERAL PURPOSE

Under general supervision, performs a variety of responsible professional, technical and analytical activities in support of the City's human resource management programs; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

Human Resources Analyst is the entry-level class in the professional human resource management series. An incumbent is responsible for performing professional assignments in one or more human resource program areas while learning City policies and procedures and specific techniques and legal requirements related to the City's human resource management programs. As experience is gained, duties are performed with a significant degree of independence under general supervision. An incumbent is expected to carry out their responsibilities with initiative and creativity, exercising sound professional judgment and problem-solving skills.

Human Resources Analyst is distinguished from Senior Human Resources Analyst in that incumbents in the latter class may provide lead direction and perform more difficult work requiring broader professional knowledge gained through continuing professional development and experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Designs, recommends and implements employee recruitment and selection programs, plans and strategies; designs and conducts outreach recruitment programs to obtain qualified candidates; designs and develops job announcements, advertisements and other recruitment materials; screens applications for qualifications; designs, coordinates and administers job-related selection procedures, including but not limited to application reviews, written and performance tests, interviews and assessment techniques; directs or requests background and reference checks; ensures that all phases of recruitment and selection comply with applicable federal, state and local laws, regulations and guidelines; makes job offers to successful candidates; creates eligibility lists; counsels employees and applicants regarding employment opportunities and selection processes; reviews background checks and makes recommendations regarding hire of applicants.
2. Administers a variety of City employee benefit plans offered through a variety of carriers and providers; works with insurance brokers to negotiate competitive rates and benefits; performs benefit comparisons; plans, organizes and conducts annual benefits program open enrollments and new hire enrollment processes; distributes benefit plan descriptions, promotional materials and notices in compliance with legal and regulatory requirements; explains, interprets and counsels employees

regarding employee benefit plan coverage, eligibility for benefits and claims procedures; verifies employee and dependent plan eligibility and accurate completion of enrollment forms; processes enrollments with insurance carriers; reviews monthly carrier and provider premium billing statements and identifies and resolves billing discrepancies; reconciles City premium contributions and completes direct pay requests; performs COBRA plan administration responsibilities including conducting open enrollment, establishing accounts and billing participants for required premiums, to ensure compliance with legal and regulatory requirements; interprets and explains complex benefit plan requirements and procedures to employees; serves as liaison with external plan administrators to resolve benefits concerns and coverage/payment problems in the best interests of the employee and the City; processes disability retirements.

3. Administers employee leaves of absence benefits, including family and medical leave, pregnancy disability leave and workers' compensation leave; receives employee requests for leave and tracks employee leave time; follows up on extended absences; processes workers' compensation claims; compiles injury packets and forwards to third-party administrator; communicates with doctors and the third-party administrator regarding employee injury status; coordinates modified duty requests with an employee's supervisor and doctor and the City's third-party administrator.
4. Participates in and conducts salary and benefit studies; performs analyses and makes recommendations on salary or benefit program changes; provides classification, compensation and benefits information to other organizations.
5. Participates in reclassification studies; reviews requests for reclassification; conducts job analysis interviews with employees and supervisors; recommends the reclassification of positions; audits and prepares new or modified job analysis documents and class specifications.
6. Assists in the development and delivery of employee training programs; prepares presentations on a variety of human resources issues for manager and employee training; participates in the coordination and delivery of new employee orientations.
7. Administers the City's DMV Pull Notice program; generates hire and termination lists and notifies DMV of changes; reviews DMV reports and discusses with managers as needed.
8. Administers the City's Random Drug Testing program for employees with commercial driver's licenses; coordinates random drug testing of employees with supervisors and the third-party administrator; maintains drug testing records and reports for CHP compliance and audit.
9. Interprets and explains policies, procedures and regulations to City management, staff, employee representatives, applicants and the public in assigned areas of responsibility.

OTHER DUTIES

1. Receives subsequent arrest records and notifies supervisors of employee arrests.

QUALIFICATIONS

Knowledge of:

1. Theory, principles, practices and techniques of public human resources administration, including recruitment, testing and selection, classification, compensation and benefits administration, workers' compensation administration and employee training and development.
2. Federal, state and local laws and regulations applicable to the administration of human resource programs and practices.
3. Organization and functions of a public agency human resources department.
4. Research methods and data analysis techniques.
5. Principles and practices of sound business communication.
6. Operation of standard business computer software.
7. City human resources personnel policies and labor contract provisions.

Ability to:

1. Gather relevant data, analyze problems, evaluate alternatives and make appropriate recommendations.
2. Understand, interpret, explain and apply City human resource rules, regulations, policies and procedures and applicable local, state and federal legislation and regulations.
3. Exercise sound independent judgment and initiative within established guidelines.
4. Provide sound advice and counsel to City managers and supervisors on a variety of difficult and sensitive human resource management situations and issues, in conformance with good professional practice and all applicable legal requirements.
5. Present recommendations clearly and logically.
6. Represent the City effectively in meetings and other dealings with employees and union representatives on a variety of human resources issues.
7. Prepare clear, concise, accurate and persuasive reports, correspondence and other written materials.
8. Prepare and maintain accurate and complete specialized records and files.
9. Operate a computer using word processing and other business software and other standard office equipment.
10. Communicate clearly and effectively, both orally and in writing.
11. Exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations.

12. Establish and maintain effective working relationships with City management, employees, labor representatives, third party administrators and insurance providers, applicants, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a college or university with a degree in public or business administration, human resources, psychology or a related field; and at least two years of progressively responsible human resources management experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to stand and walk and lift up to ten pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math/mathematical skills; perform highly detailed work under changing, intensive deadlines on multiple concurrent tasks; work with constant interruptions, and interact with City management, employees, labor representatives, third party administrators and insurance providers, applicants, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.