

CLASS SPECIFICATION
Senior Human Resources Analyst

GENERAL PURPOSE

Under direction, performs a variety of highly responsible professional, technical and analytical activities in support of the City's human resource management programs, including recruitment and selection, classification and compensation, training and development, employee and labor relations, performance management, benefits and workers' compensation; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

Senior Human Resources Analyst is responsible for performing difficult, complex professional work in one or more assigned functional areas of human resource management responsibility. Incumbents provide professional advice and counsel to City management, supervisors and staff and perform their responsibilities with a significant degree of independence and application of professional experience and judgment. Senior Human Resources Analyst also provides lead supervision of other professional and support human resources staff.

Senior Human Resources Analyst is distinguished from Human Resources Analyst in that the former performs more difficult, complex and sensitive work of greater City-wide impact requiring broader professional knowledge 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. Provides lead work direction and guidance to human resources staff to ensure a high performance, service-oriented work environment which supports achieving department and City mission, strategic plan and objectives; develops, recommends and implements work processes and procedures to streamline department work flow; answers questions and assists staff in interpreting laws, regulations, policies and rules; assists and participates in developing the department's annual budget and monitoring expenditures; ensures adequate records retention of legal, employment, human resources and other documents.
2. 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; counsels employees and applicants regarding employment opportunities and selection processes.

3. Assists in the labor relations process; communicates with managers, staff and employee associations on City labor relations and MOU issues; consults with employees and their representatives to identify and resolve employee/employer-related problems and issues; resolves or assists in the resolution of disputes; works with managers and supervisors to resolve performance and conduct issues; recommends corrective action and reward strategies, subject to management concurrence; resolves or assists in the resolution of disputes through a variety of resolution vehicles; advises managers and supervisors on positive employee relations practices.
4. Leads and participates in conducting an annual City-wide salary survey and conducts the more complex organizational and position classification studies; audits and prepares new or modified class specifications; recommends the classification of new or modified positions, classes and class series; designs and conducts special surveys and studies regarding compensation and other human resource management issues; recommends salary structure or benefit program changes based on studies and analyses; provides classification, compensation and benefits information to other organizations.
5. Leads and participates in the administration of the City's workers' compensation program; adjusts claims with the City's third-party administrator; provides information and assistance to management and staff on workers' compensation claims and benefits; assists City management and the third-party administrator in making claims settlements; works with the third-party administrator to reduce workers' compensation administration costs and settle claims as quickly as possible.
6. Develops and presents a variety of employee training and development programs; assists management in identifying training and development courses and programs for their staff; coordinates employee training programs with public and private organizations; develops, revises, updates and participates in conducting the City's employee orientation program.
7. Assists in the administration of the City's employee benefit programs; answers management and employee questions regarding benefits programs and options and takes action to resolve employee and third-party insurance provider problems; assists employees in applying for short-term and long-term disability benefits and follows up with third party insurance providers regarding issues.
8. Provides guidance and assistance to City management and staff on a wide variety of human resources issues and concerns; interprets policies, procedures, rules, regulations, applicable laws and labor contract provisions for managers, staff and the public.

OTHER DUTIES

1. Conducts a variety of special projects as directed by the Human Resources Director.
2. Serves on a variety of City committees and task forces.
3. Assists Risk Management with liability and workplace health and safety issues.

QUALIFICATIONS

Knowledge of:

1. Theory, principles, practices and techniques of public human resources administration, including recruitment, testing and selection, employee and labor relations, classification, compensation and benefits administration, workers' compensation administration, employee training and development and performance planning.
2. Principles and practices of employee and labor relations, including contract administration.
3. Federal, state and local laws and regulations applicable to the administration of human resource programs and employee relations practices.
4. Organization and functions of a public agency human resources department.
5. Trends in human resource program development.
6. Research methods and data analysis techniques.
7. City functions and operations and associated human resource management issues.
8. Principles and practices of sound business communication.
9. Operation of standard business computer software.
10. 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 Court 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, hearings 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 business or public administration, human resources, psychology or a related field; and at least five 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.