



April 2019  
FLSA: Exempt

## HUMAN RESOURCES ANALYST

### **DEFINITION**

Under general supervision, performs complex and varied technical, professional, and confidential work required to administer human resources programs, including recruitment, job analysis and classification, compensation, training and development, and employee and labor relations; performs research and analysis; provides consulting services to City departments related to all aspects of human resources programs and activities; performs related duties, as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Human Resources Manager. Exercises technical and functional direction over and provides training to lower-level staff.

### **DISTINGUISHING CHARACTERISTICS**

This is a journey-level classification that performs the full range of professional human resources work in the following areas: recruitment, job analysis and classification, compensation, training and development, and employee and labor relations. 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. Work is normally reviewed upon completion and for overall results.

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

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Coordinates and implements recruitment processes for City departments; confers with departments to ascertain departmental needs; coordinates and/or produces recruitment flyers and position announcements; screens resumes and applications; identifies qualified applicants.
- Organizes and administers oral and written examinations and results, including compiling test scores, preparing eligibility lists and candidate information, coordinating and/or conducting interviews, assisting departments in extending job offers, and coordinating follow-up pre-employment testing; monitors the hiring process and/or testing processes to assure adherence to applicable human resources policies.
- Collects and compiles human resources data; prepares or assists in the preparation of monthly, quarterly, and year-end human resources, legal, summary, and technical reports, as directed.
- Conducts salary studies; researches salary and benefit information for use in the collective bargaining process, budget preparation, and cost analysis.
- Assists employees and management with the interpretation and correct application of City policies, procedures, and programs; provides advice and assistance regarding employment issues; investigates employee complaints.
- Coordinates the City's training activities, including identifying training needs, arranging for training presenters, working with trainers to ensure the City's needs and expectations are addressed, securing training sites, developing memos, flyers, emails, and voicemails, and providing visual aids and other materials as necessary; maintains training logs and records of completion.

- Participates in labor contract negotiation processes with assigned bargaining units.
- Conducts personnel and workplace investigations; assists in responding to grievances and administering disciplinary actions; coordinates management referrals to the Employee Assistance Program.
- Makes recommendations for the development and revision of human resources documents, procedures, and forms; assists in the development of policies, regulations, and procedures.
- Conducts special research assignments, gathers data, and prepares reports for consideration by management or special committees.
- Consults with supervisors regarding personnel related issues, needs, and services; counsels employees on human resources programs, policies, and processes; explains program provisions, procedures, and eligibility requirements; and assists employees with forms and human resources documents.
- Conducts surveys and compiles data on administrative, human resources, and operational problems or issues.
- Receives and screens visitors and telephone calls, providing a high level of customer service to both external and internal customers; provides information to City staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.
- 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, and serving on various task forces and committees.
- Performs other related duties as assigned.

### **JOB-RELATED QUALIFICATIONS**

#### **Knowledge of:**

- Principles, practices, and techniques of human resources in a public agency setting, including recruitment and selection, equal employment opportunity, and affirmative action; job analysis and classification; compensation analysis and administration; training and development; employee and labor relations, including negotiations and the interpretation of laws, regulations, policies, and procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Record-keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City 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:**

- Conduct complex research projects on a wide variety of human resources topics, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.

- Maintain accurate files and records.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- 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 training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a bachelor's degree in human resources management, business or public administration, or a related field and three (3) years of professional experience in human resources administration or two (2) years of experience equivalent to Human Resources Technician at the City of East Palo Alto.

**Licenses and Certifications:**

- Possession of a valid California Class C Driver's License and a good driving record, at the time of appointment.
- Possession of a Human Resources Certification through either HR Certification Institute (HRCI) or the Society for Human Resource Management (SHRM) is highly desirable.

**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 City 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, 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.

**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 upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.