



Assistant Human Resources Analyst

Purpose of the role:

Under general supervision, performs a variety of general professional, routine analytical, technical, programmatic, and administrative duties in support of various City human resources management program operations and activities and in providing responsible staff support to the Human Resources Office; participates in coordinating assigned activities with other divisions, outside agencies, and the general public; and performs related work as assigned.

Distinguishing Characteristics:

This is the entry-level class in the professional Human Resources Analyst series. Initially under closer supervision, incumbents at this level perform the more routine human resources administrative, technical, and programmatic support and analysis duties while learning City policies, procedures, and specific techniques related to area of assignment and human resources management analysis. As experience is gained, assignments gradually become more diversified and incumbents work with greater independence.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Conducts administrative and/or human resources management studies relating to the activities and operation of the Human Resources Office; conducts the more routine surveys, research, and statistical analysis on assigned issues.
- Provides staff assistance to management and other professional staff; participates on and provides staff support to a variety of committees and boards; prepares and presents staff reports and other correspondence as appropriate and necessary.
- Participates in planning, coordinating, implementing, promoting, and overseeing assigned programs, projects, and initiatives; participates in the development and implementation of program goals, objectives, policies, procedures, and priorities; participates in the development and implementation of strategies for the achievement of these goals.
- Participates in the identification, planning, development, and implementation of new and/or modified programs that would promote and enhance the mission, goals, and objectives of the City's Human Resources Office; performs the necessary research and analysis to justify the appropriateness of implementing the proposed program/project; prepares presentation materials and background documentation; participates in monitoring project success using appropriate tracking and feedback systems.

- Participates in the implementation of the City's recruitment and selection program; meets with departments regarding their recruitment needs; conducts job analyses and prepares job announcement, supplemental applications and advertisements; disseminates job announcements considering affirmative action goals including posting recruitment information on the Human Resources website and joblines; assists with the development of appropriate selection plans; reviews and evaluates job applications; enters applicant data and recruitment processes into applicant tracking system; prepares, schedules, administers, proctors and scores examination materials; prepares selection components including interview questions and written and role play exercises; obtains oral board raters; conducts briefings and debriefings of oral boards; compiles results of the selection process; prepares and maintains correspondence, reports, and documents related to recruitment and selection.
- Assists professional human resource staff in gathering and verifying data and maintaining the classification and compensation plans; responds to requests for information and provides information and assistance to employees and other agencies regarding the classification and compensation plans; completes salary survey questionnaires.
- Conducts new employee orientations to explain benefits and overall personnel policies and procedures; explains the City's benefit plan provisions, rules, policies, and procedures; responds to letters and phone calls regarding employee benefits and general personnel policies, procedures and regulations; assists with forms completion and answers questions; monitors and provides follow-up regarding benefits and procedures.
- Plans, organizes, and manages the City Hall Volunteer program including activities related to the recruitment, interviewing, training, and retention of volunteers; plans, directs and coordinates the work of volunteers; organizes and implements volunteer appreciation and recognition events; prepares and administers volunteer handbook, training manuals, policies, and procedures as needed; compiles statistics and keeps records of the volunteer program.
- Coordinates the employee award programs; prepares and distributes event notification to managers and award recipients, compiles biographical data for recipients, orders employee awards, and coordinates receptions for Service Award program; prepares recommendation memoranda to City Manager and prepares the City Manager's recognition speech for Exceptional Service Award program; meets with panel to select recipients, prepares City Manager's speech, orders award, and prepares press release for Customer Service Award program.
- Performs a variety of duties in support of a variety of special projects and programs including the planning and implementation of the City's employee and family picnic, preparation of Human Resources newsletter, preparation of the Health Benefits Planning Guide, coordinating the production of employee benefits and City overview videos, coordination of tuition reimbursement and computer purchase loan programs, and coordinating the United Way Campaign.

- Maintains complex and confidential personnel records and files, as well as recruitment files.
- Coordinates assigned services and program/project activities with those of other City programs, functions, departments and staff, boards, committees, and task forces as well as external agencies, groups, and the general public to ensure effective cooperation consistent with optimal efficiency, effectiveness, and economy; coordinates data, resources, and work products as necessary and upon request in support of a productive and positive working environment; participates in representing the assigned area to public and private groups, organizations, and other City groups; provides information and assistance as appropriate.
- Participates in the design, production, and distribution of a variety of promotional, marketing, outreach, and informational materials, communications, and presentations for assigned programs, services, resources, events, and activities; as assigned, creates press releases and serves as press contact for assigned programs.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of human resources.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Organization and operation of a human resources management program in a municipal government.
- Municipal government functions specifically related to human resources projects and assignments.
- Human resource policies, procedures, rules and regulations related to salary and benefit programs, recruitment and selection, classification plan maintenance, and related functions.
- Basic techniques and formulae for administrative, programmatic, and comparative analyses.
- Methods and techniques of effective technical, administrative, and financial record keeping, report preparation, and presentation.
- Recent developments, research methods, current literature, and sources of information related to assigned programs and service areas.
- Operational characteristics, services, and activities of assigned program.
- Standard organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs related to area of assignment.
- Basic principles and practices of program development and administration.
- Terminology used in area of assignment.
- Principles of business letter writing.
- Pertinent federal, state, and local laws, codes, and regulations.
- Principles of lead supervision and training, which may be applied

***Desired
Minimum
Qualifications:***

- to the supervision of volunteers.
- Modern office procedures, methods, and equipment including computers and various software packages.
- Methods and techniques used in customer service.
- English usage, spelling, grammar, and punctuation.

Ability to:

- Participate in planning, organizing, directing, coordinating, and evaluating assigned human resources programs, projects, events, or technical area.
- Perform professional analytical, programmatic and administrative duties involving the use of independent judgment and personal initiative.
- Collect, evaluate and interpret varied information and data.
- Research, analyze, and formulate recommendations, work plans, and activities regarding human resources management planning, technical, and administrative issues.
- Prepare clear and concise technical, administrative and financial reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Prepare clear, accurate and concise tables, schedules, summaries and other materials in statistical and narrative form.
- Establish and maintain various data collection, record keeping, tracking, filing, and reporting systems.
- Participate in the development and administration of program goals, objectives and procedures.
- Understand the organization and operation of the City, assigned program, and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply administrative and departmental policies and procedures as well as pertinent federal, state, and local laws, codes, and regulations.
- Properly interpret and make recommendations in accordance with laws, regulations and policies.
- Organize and prioritize timelines and project schedules in an effective and timely manner.
- Plan, schedule, and review the work and performance of volunteers and subordinates in a manner conducive to proficient performance and high morale may be required for some positions.
- Operate and use modern office equipment including a computer and various software packages.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.



Competencies:

- Effective Communicator
- Strategic Thinker
- Results Oriented
- Customer Focused
- Problem Solver and Decision Maker
- Planner and Organizer
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in human resources, public administration, business administration, or a related field.

***Education and
Experience
Guidelines:*****Experience:**

Two years of responsible technical, administrative and/or programmatic support experience. Technical and/or administrative support experience in a human resources management program is desirable.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

***Physical and
Environmental
Conditions:***

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; interact with officials and the public.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: