



Senior Human Resources Analyst

Purpose of the role:

Under general direction, performs a full range of complex, responsible, and varied professional, analytical, technical, programmatic, and administrative duties in support of various City human resource management programs, operations, and activities; assumes responsibility for the management and administration of significant human resources management programs, functions, and/or service area; provides sound, professional recommendations for action and significant assistance in policy, procedures, work methods, and budget development and implementation related to the Human Resources Office; coordinates assigned activities with other divisions, outside agencies, and the general public; may supervise support staff; and performs related duties as assigned.

Distinguishing Characteristics:

This is the advanced journey-level class in the professional Human Resources Analyst series. As the highest level in this series, positions at this level are generally assigned responsibility for the management and administration of significant human resources programs, functions, or service areas. Incumbents at this level independently perform the most difficult and responsible analytical, technical, administrative, and programmatic duties in providing highly responsible staff support to the City's Human Resources Office. Assignments are typically received in broad, outline form, and incumbents are expected to act independently in developing applicable resources and information.

The Senior Human Resources Analyst class is distinguished from the Associate Human Resources Analyst class in that incumbents in the Senior Human Resources Analyst class are assigned and expected to independently complete the most complex and difficult analytical work on assignments having greater impact on Human Resources Office operations and programs, including having independent program management responsibility for major elements of the City's human resources management function including employee benefits, safety and risk management, workers' compensation, and special projects for the Human Resources Office.

Essential Duties and Responsibilities:

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.

- Provides assistance in resolving the most difficult and complex operational and administration problems in the Human Resources Office; identifies problem areas and issues; plans, organizes, coordinates, directs, and/or conducts human resources management, administrative and/or general management studies relating to the activities or operation of the Human Resources Office; conducts complex surveys, research, and analysis on administrative, programmatic, and operational issues; determines analytical

techniques and information-gathering processes and obtains required information and data for analysis; analyzes alternatives and makes recommendations regarding such areas as staffing, facilities, equipment, cost analysis, productivity, and policy or procedure modifications; discusses findings with management staff and prepares reports of study conclusions; oversees and assists in the implementation of recommendations.

- Provides difficult and complex staff assistance to management and supervisory 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.
- Assists with the planning of and coordinates, implements, promotes, and oversees significant programs, projects, and initiatives; oversees and participates in the development and implementation of program goals, objectives, policies, procedures, and priorities; oversees and participates in the development and implementation of strategies and workplans for the achievement of these goals.
- Assists 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; oversees or performs the necessary research and analysis to justify the appropriateness of implementing a proposed program/project; prepares presentation materials and background documentation; monitors project success using appropriate tracking and feedback systems.
- Assists with the development and administration of the City's safety and risk management program; implements OSHA rules and regulations regarding training and mandatory safety programs; prepares and review responses to regulatory agencies; coordinates a full range of safety programs including safety meetings, inspections, OSHA consultation visits, and addressing compliance issues and safety complaints; researches laws and general safety regulations for City compliance; provides input into insurance coverage needed for worker's compensation excess policy; coordinate safety week program; maintains OSHA logs and records for readiness of inspections; participates in the conduct of monthly safety inspections; administers the safety glass program and other PPE equipment as required; oversees the City's ergonomic program; serves on the City's Emergency Preparedness Committee; interprets and applies applicable codes, laws, legislation, and sections of employee relations agreements pertaining to safety issues; monitors completion of OSHA mandatory training with all City facilities; attends training and determine costs and reimbursement.
- Administers and monitors the City's employee benefits program including health, dental, life, vision, and long-term disability insurance plans and the employee assistance program; organizes open enrollment process including setting up written materials, computer enrollment process, receiving rates from all carriers, and distribution of materials; reviews loss histories for employee benefits; assists City representatives in coordinating with brokerage agencies and Health and Retirement plans including attending meetings and computer training; assists employees with benefits questions or problems; serves as resource to employees for all employee benefits issues and questions.

- Administers and monitors the City's workers' compensation plan; coordinates claims between and serves as resource to third party administrator, City employee, applicant attorneys, and City attorneys; provides recommendations for settlement on claims, provides input on treatment plan, and represents the City at the Workers' Compensation Appeals Board; administers third party administrator contract including to approve payments and claim adjustments; monitors and recommends budget amounts within each area of City funds; coordinates meetings with department managers and third party administrator to provide claim status updates; prepares reports on claim status; serves as liaison to the City's occupational physician for work related exams, injuries, and related issues for employees.
- Conducts a variety of special projects and programs as directed by the Human Resource Manager; assists in budget development and administration for the Human Resources Office.
- Ensures that assigned program activities and services comply with relevant federal, state, and local laws, policies, and regulations; confers with and interprets policies, procedures and regulations to City management, staff and the public.
- Performs the full range of duties involved in researching, negotiating, and monitoring assigned contracts and agreements with outside suppliers, service providers, leasing agents, and others involved in assigned area of responsibility; ensures work is performed in compliance with contracts and agreements.
- 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; represents the assigned area to public and private groups, organizations, and other City groups; provides information and assistance as appropriate.
- Oversees and 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.
- May direct the work of support staff on a project or day-to-day basis.
- Participates in the development and administration of the City's personnel records management program.
- 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 resources policies, procedures, rules and regulations related to a variety of human resources management programs and functions.
- Employee benefit and retirement plans and Workers' Compensation, risk management and safety programs.
- Principles and practices of contract negotiation, preparation, and monitoring.
- Principles and applications of critical thinking and analysis.
- Techniques and formulae for administrative, financial and comparative analyses.
- Methods and techniques of effective technical, administrative, and financial record keeping, report preparation, and presentation including those related to employee benefits, workers' compensation, and employee safety.
- 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 area.
- Advanced organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs related to area of assignment.
- Principles and practices of program development and administration.
- Basic principles and practices of budget preparation and administration.
- Principles of business letter writing.
- Pertinent federal, state, and local laws, codes, and regulations including those related to work related injuries and illnesses, employee safety, and OSHA.
- Principles of lead supervision and training.
- 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.

***Desired
Minimum
Qualifications:***

Ability to:

- Plan, organize, direct, coordinate, and evaluate significant human resources programs, projects, events, or technical area.
- Oversee and participate in the development and administration of program goals, objectives and procedures.
- Research, negotiate, manage, and monitor contracts and agreements.
- Perform a full range of complex and difficult 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.
- Analyze complex problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Prepare clear and concise technical, administrative and financial reports.
- 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.
- Develop recommendations for problematic areas and implement and monitor changes.
- 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.
- Identify and respond to community and organizational issues, concerns, and needs.
- Properly interpret, ensure compliance with, and make recommendations in accordance with laws, regulations and policies.
- Coordinate multiple projects and meet critical deadlines.
- 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.
- Participate in the preparation and administration of budgets.
- 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
- Team Builder
- Strategic Thinker
- Results Oriented
- 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 and
Experience
Guidelines:**

Education:

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.

Experience:

Five years of responsible professional level administrative and management analysis experience in a human resources program including two years at a level comparable to an Associate Human Resources Analyst, preferably with journey-level experience in safety, risk management and/or Workers' Compensation administration.

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 City staff, officials and the public. Occasional work outside with exposure to inclement weather conditions and noise levels.

*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: