



June 2008

SENIOR HUMAN RESOURCES ANALYST

DEFINITION

Under general supervision, performs complex and varied technical, professional, and confidential work required to administer human resources programs, including recruitment, classification, compensation, safety programs, employee benefits administration, leaves of absences, 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 work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Director. May exercise technical and functional direction over assigned staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the human resources analyst series that analyzes and makes independent recommendations regarding the solution of complex problems related to the design, development, implementation, and administration of human resources management programs. Responsibilities include extensive staff, public, and organizational contacts. Incumbents provide a professional-level resource for organizational, managerial, and related analyses and studies. This class is distinguished from Principal Human Resources Analyst in that the latter is responsible for full supervision of lower-level human resources staff and performs the most complex duties assigned to the division.

EXAMPLES OF ESSENTIAL 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.

When performing the benefits administration assignment:

- Oversees the administration of the City's multi-tiered employee benefits programs, including plans such as retirement, health, life, dental, vision, short- and long-term disability, deferred compensation, and employee assistance; acts as liaison to the Health Plan Committee and various third-party benefits administrators and health carriers.
- Schedules and conducts new employee orientations; informs new employees of benefit programs, policies, and related enrollment deadlines.
- Works with employees to promote health and wellness in the workplace; develops programs, distributes education and resources materials, and provides training opportunities to achieve and maintain a healthy workforce; oversees the third-party administrator's grant program and ensures the appropriate use of funds for wellness-related purposes.
- Researches, analyzes and recommends changes in benefit program design and contract provisions.
- Responds to employee and retiree questions and complaints; interfaces with third-party administrators to resolve claims appeals and provides guidance in policy interpretation and plan documents.

- Coordinates retirement plan applications and terminations; provides information to employees to increase awareness of City sponsored benefit programs when selecting post-service benefits.
- Monitors leave of absence programs, ensuring legal compliance; reviews and analyzes FMLA/OFLA applications; makes recommendations and develops employer response; interprets human resources policies and procedures with regards to benefit, paid and un-paid time off options for employees; educates employees and managers on policy and legal compliance regarding leave of absences.
- Conducts City-wide open enrollment for benefits; prepares open enrollment benefit materials and literature; coordinates annual benefit fair.
- Provides technical support and guidance to employees, supervisors, and managers in evaluating reasonable accommodation and protected leave requests.
- Acts as City HIPAA Privacy/Compliance Officer.
- Develops and coordinates the City's Annual Employee Recognition Celebration and Wellness/Benefits Fair and related events.

When performing the recruitment assignment:

- Ensures adherence to sound employee selection practices by overseeing the recruitment and selection process for all City positions including evaluating recruitment materials and sources, administering all phases of the examination process, and assisting with the employee selection process.
- Coordinates and implements recruitment processes for City departments; confers with departments to ascertain departmental needs; conducts position audits; modifies position descriptions; coordinates and/or produces recruitment flyers and position announcements; screens resumes and applications; identifies qualified applicants.
- Develops, coordinates, administers, and evaluates oral and written examinations and their results, including compiling test scores, preparing eligibility lists and candidate information, and coordinating follow-up pre-employment testing.
- Monitors and maintains position control system; verifies recruitment requisition requests against position control system.
- Analyzes requests and assignments related to organizational structure, salary levels, classification and examining procedures.
- Conducts organizational studies; researches human resources issues and regulations; conducts surveys of comparable organizations; recommends classification and compensation for new or revised positions; analyzes results, proposes solutions; and calculates implementation costs.
- Develops and implements processes and procedures regarding post-offer pre-employment drug screens, physical capacity tests, and background checks.

When performing the classification and compensation assignment:

- Analyzes and evaluates new and existing positions for appropriate allocation and classification; designs and writes classification specifications or alters existing specifications; explains the classification process and recommendations to managers, supervisors and employees; and makes recommendations for the improvement of the classification system.
- Analyzes and evaluates the compensation for new and existing positions; determines appropriate internal and external comparators, conducts salary surveys, and makes recommendations for the appropriate compensation for individual positions and groups of positions; explains recommendations to managers, supervisors and employees; provides recommendations and guidance for compensation system revisions/updates.
- Responds to external monetary and non-monetary compensation surveys and participates in the public sector compensation team.

When performing all assignments:

- Provides advice and counsel to managers, supervisors and employees on most human resources-related issues, including laws, rules and regulations; labor relations and contracts; human resources policies and procedures; employee recruitment and selection; employee compensation; position classification; employee performance evaluation and development; and progressive discipline.
- Assists the Human Resources Director with labor contract negotiations as directed, including keeping official records of procedures, performing salary and benefits surveys, gathering and analyzing data, and finalizing negotiated MOU documents.
- Assists in the administration of the City's Affirmative Action, Equal Employment Opportunity, and Americans with Disabilities Act compliance programs.
- Participates in the administration of City human resources policies, including conducting prospective disciplinary investigations, facilitating grievance processes, and preparing required paperwork in a timely and accurate manner.
- 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.
- Plans, participates in, conducts, and evaluates special projects and studies requiring coordination of activities across departmental and functional lines.
- Analyzes the effect of new laws or administrative regulations on human resources programs and recommends policies and procedures for implementation.
- Assists and participates in the development and administration of the human resources annual budget; assists in developing and recommends goals, objectives, policies, procedures, work standards and administrative control systems.
- Develops and revises human resources documents, procedures, and forms; assists in the development of policies, regulations, and procedures.
- Consults with supervisors regarding human resources 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 performs research and statistical analyses on administrative, fiscal, human resources, and operational problems or issues.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and techniques of human resources in a public agency setting, including recruitment, selection, equal employment opportunity, and employee orientation; job analysis and classification; compensation and benefit analysis and administration; employee and labor relations, including negotiations and the interpretation of laws, regulations, policies, and procedures.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Applicable Federal, State, and local laws, codes and regulations, including those of Affirmative Action, Equal Employment Opportunity, and Americans with Disabilities Act.
- Record keeping principles and procedures.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Assist in the development of goals, objectives, policies, and procedures for the department.
- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Conduct research on a wide variety of human resources topics, including operational alternatives.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, codes, and regulations.
- Effectively represent the department and the City in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- 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.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Maintain accurate files and records.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and harmonious 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 graduation from an accredited four-year college or university with major coursework in business or public administration, human resources, or a related field and four (4) years of human resources generalist experience in designing, developing, and implementing human resources programs or two (2) years of experience equivalent to Human Resources Analyst at the City of Tigard.

Licenses and Certifications:

- Possession of a valid driver's license with satisfactory driving record.

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 in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer 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 weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

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.