



CLASSIFICATION NO. 671

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FLSA: Exempt

EEO: 2

## **HUMAN RESOURCES ANALYST 3**

### **CLASS CHARACTERISTICS**

Under direction, to perform human resources administration assignments of an advanced and comprehensive professional nature; to serve as a subject matter expert/consultant and provide advice and counsel to management on difficult work force management issues having broad potential impact; to provide highly complex staff support to County departments, employees, customers and Human Resources Managers; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Department of Human Resources provides human resources services to all County departments, including recruitment and selection, HR policy administration, employee and labor relations, classification, compensation and pay equity, organizational development, employee engagement and development, employee wellness and benefits administration, risk management, workers' compensation, liability and casualty claims management, and human resources information systems.

The Human Resources Analyst 3 performs work assignments that address issues involving diverse interests, multiple stakeholders, conflicting rules or practices, a range of possible solutions, or other elements that contribute to complexity. Incumbents have visible project management and decision making/negotiation discretion to address challenging work force management issues that have a countywide impact and require the understanding and application of organizational development. Incumbents represent management within their assigned specialized human resources functional area by navigating the most difficult conversations, making decisions under conditions of uncertainty, using advanced consultative skills, regularly interpreting policy, and consistently consulting on labor relations and/or compensation issues. The Human Resources Analyst 3 may also perform lead work responsibilities, if assigned, within their specialized human resources functional area.

The Human Resources Analyst 3 differs from the Human Resources Analyst 1 and 2 classifications which perform journey level professional level assignments within a specialized human resources functional area. It also differs from the HR Program Coordinator that is responsible for planning, implementing and evaluating a human resources program with county-wide visibility and impact.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Routinely provides subject matter expertise and acts as a key resource within a specialized area of human resources; navigates complex and sensitive assignments; performs highly

analytical work that requires significant problem solving and autonomy; provides advice on the impact of a planned action in terms of precedent on County policy; provides complex technical assistance to management within Human Resources and County departments, employees and others in the interpretation, implementation and administration of human resources policies and procedures; identifies key barriers/core issues and applies advanced knowledge in order to deal creatively with complex situations; cultivates strategic business relationships and collaboration; interprets and applies existing laws, rules, labor agreements and policies; participates in maintaining compliance with employment related laws that impact the economic conditions of county employees.

2. Provides advice and counsel to County Administration, management and employees; represents HR management at various meetings with County executives and managers, employees and union representatives; explains and defends HR processes and policies, and represents County and/or HR Department in appeals, hearings, etc.; effectively handles complicated issues and concerns while maintaining positive customer relations; investigates concerns, and applies expertise, judgement and creativity to develop and recommend resolutions; ensures solutions are consistent with organizational objectives, balancing varying perspectives and future implications; formulates recommendations and participates in decision making that may serve as precedent for future decisions affecting specialized human resources functional area.
3. Leads, manages and coordinates large, complex and/or high profile projects; develops or participates in project definition, scope, schedules, timelines and action plans; analyzes HR business and operational requirements and impacts; organizes, leads, facilitates or participates in meetings to identify needs, build consensus and collaboration, and coordinate project activities and time commitments; coordinates activities, resources and work among project team members to meet deadlines, ensure quality, and achieve desired outcomes and expectations; manages and monitors project to ensure deliverables are completed on time and within scope; establishes, maintains and manages relations with project team members and stakeholders to move project forward and/or resolve issues; receives limited guidance from HR manager; supports HR functional area initiatives.
4. Actively participates in collective bargaining and negotiating sessions by crafting language proposals, developing negotiation strategies, and analyzing and calculating costs for solutions; attends bargaining sessions as requested.
5. Drafts human resources policies and procedures, and builds business practices that affect other human resources functional areas; researches and develops proposals and solutions that typically drive changes to policies and business practices; plans and develops new and revised human resources systems, methods and business processes to improve internal operations and service delivery; analyzes legislation and regulations to determine effect on human resources programs and services.

Duties also include within HR functional area – Employee and Labor Relations:

6. Investigates employee performance or behavior issues, informal and formal internal complaints, grievances or appeals filed under provisions of union contract provisions or County policies; interviews witnesses, conducts fact-finding, information gathering and reviews applicable policies, contract language and County rules; maintains extensive investigative records and prepares reports of findings; submits information and recommendations to HR Managers and/or County Counsel for review; participates in

problem resolution; provides guidance on grievance response; act as negotiator on follow on labor negotiations; prepare and present proposals during negotiations; collaborates with County managers to develop performance standards; provides advice on the impact of planned action in terms of intended or unintended precedent on County policy.

Duties also include within HR functional area – Classification and Compensation:

7. Provides consultative advice to department directors and managers on classification and compensation issues and processes; analyzes jobs to identify work tasks, complexity factors, competencies and qualification standards; applies classification and organizational principles in order to design and recommend organizational structures, classification structures, and allocate work to positions; designs methodology, plans and manages county-wide large, complex and/or sensitive classification and compensation studies, including the triennial equal pay analysis, typically involving elements of union communications and negotiations; develops written classification from position descriptions or other collected job data; recommends compensation changes for classifications and incumbents, and prepares associated documentation; communicates study results to department(s) leadership, management and employees; analyzes and responds to employee classification and/or compensation appeals; defends recommendations or proposes alternate solutions if warranted; speaks on behalf of Manager to County's executive leadership, Quarterly Managers Meetings and union leadership.

As assigned, duties may also include, formal lead worker role:

8. Performs lead work responsibilities, if assigned; leads the work of professional and support staff within a specialized human resources functional area; coordinates, assigns and reviews work; ensures consistency and conformance to business processes; provides input for skill development and training, performance evaluations, and disciplinary action; addresses escalated issues; acts on behalf of functional area's HR Manager in their absence.

## **REQUIRED KNOWLEDGE AND SKILLS**

Thorough knowledge of: Principles and practices of a specialized field within Human Resources and personnel administration; principles and practices of public administration including reporting and maintenance of public records; methods and techniques of statistical research and data analysis; trends in human resource program development; County functions and operations associated with human resource management issues; applicable Federal, State and local human resources laws, rules, regulations, codes and ordinances; administration of human resources policies and labor contracts applicable to assigned HR functional area; investigation and fact-finding practices; County government organization and operations; human resource information systems.

Skill to: Design, implement and utilize data gathering and reporting procedures; gather relevant data, analyze complex problems, evaluate alternatives and make appropriate recommendations; maintain strict confidentiality in all human resources matters; make accurate arithmetic calculations; prepare clear and concise reports; conduct effective interviews, meetings, and focus groups; communicate effectively, both orally and in writing, particularly in speaking before groups and in representing the County in cases of appeals, grievances, lawsuits, etc.; incorporate collaborative team participation in decision making; establish and maintain effective working relationships with elected officials, County managers, employees, job

applicants, union officials, other agencies, the public and stakeholders; investigate, negotiate and mediate employment concerns, appeals, grievances, etc.; effectively recommend solutions and settlements; interpret and explain department and HR related laws, policies and programs to County employees, elected officials and the public; operate computer equipment, including personal computers and software applications; develop spreadsheets and reports.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of five (5) years of related experience with four (4) years of experience in area of HR specialization that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None required.

### **PRE-EMPLOYMENT REQUIREMENTS**

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.