



CLASSIFICATION NO. 671  
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FLSA: Exempt  
EEO: 2

## **HUMAN RESOURCES ANALYST, SENIOR**

### **CLASS CHARACTERISTICS**

Under direction, to perform advanced professional assignments in human resources administration and serve as a subject matter expert and provide advice and counsel to management; to provide highly complex staff assistance 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 employee recruitment and selection, personnel ordinance and policy administration, position classification and compensation, organizational development, workforce planning, employee training and development, benefits administration, employee wellness, risk management, workers' compensation, liability and casualty claims management, human resources business systems, labor and employee relations and collective bargaining.

The Human Resources Analyst, Senior performs a variety of advanced journey-level professional and technical work and serves as the subject matter expert in one or more specialized area. Incumbents act as a consultant to County management, providing advice on an array of difficult work force management issues. The Human Resources Analyst, Senior may lead the work of other professional or support staff and/or act on behalf of a Human Resources Manager in their absence.

The Human Resources Analyst, Senior differs from the Human Resources Analyst classification as incumbents in the former classification provide subject matter expertise within a specialized human resources discipline. The responsibility for policy interpretation, labor relations consultation and the use of advanced consultative skills further distinguishes the senior level of the Human Resources Analyst. 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. Provides subject matter expertise within a specialized area of human resources; 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; interprets and applies existing laws, rules, contracts and policies.

2. Represents HR management at various meetings with County executives and managers, employees and union representatives; explains and defends HR processes and policies; effectively handles complicated issues and concerns while maintaining positive customer relations; investigates concerns and recommends resolutions.
3. Investigates employee performance or behavior issues, informal and formal internal complaints, grievances or appeals filed under provisions of the Employment Policy and Practices, union contract provisions or County Personnel Ordinance; 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; leads disciplinary and employee dismissal meetings; collaborates with County managers to develop performance standards.
4. Provides consultative advice to department directors and managers on classification issues and processes; design methodology for classification studies; 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; develops classification specifications from position descriptions or other collected job data; plans and manages classification and compensation studies; recommends compensation changes and prepares associated documentation; communicates study results to management and employees; responds to employee classification and/or compensation appeals.
5. Plans, develops, implements and evaluates employee recruitment and selection activities; identifies current and future staffing needs; researches available labor pools and develops recruitment strategies to achieve organizational goals; develops and conducts outreach programs and presentations; develops and administers job-related selection procedures including interviews and assessment techniques; schedules and conducts interviews of potential candidates; offers positions to candidates; fields and resolves candidate questions and complaints; identifies and recommends changes in policy to address new or revised regulations or to implement court decisions; monitors effectiveness of various recruitment approaches; discusses and defends decisions affecting applicants in person and in writing; prepares and presents information at appeal investigations or hearings.
6. Researches, develops proposals and drafts human resources policies and procedures; analyzes legislation and regulations to determine effect on human resources programs and services; plans and develops new and revised human resources systems, methods and processes to improve internal operations and service delivery.
7. Interprets complex benefits and claims issues; addresses benefit related grievances and issues; advises managers and supervisors on complex benefit matters; interprets internal and external reports to track utilization and legislative compliance; receives, reviews and researches complex and/or disputed claims appeals from participants; recommends modifications to claims processing policies and procedures based on claims appeal findings and final determinations.
8. Participates in maintaining compliance with employment and benefits related laws; provides assistance to departments, employees, applicants and the public on employment related issues; interprets and explains human resources and benefits laws, regulations, policies and procedures.

9. May lead the work of professional or support staff; assigns and reviews work; provides input for performance evaluations; recommends disciplinary action.

### **REQUIRED KNOWLEDGE AND SKILLS**

Thorough knowledge of: Principles and practices of human resources and personnel administration, including recruitment, selection, classification, compensation, training, labor relations and/or benefit administration; principles and practices of public administration including reporting and maintenance of public records; methods and techniques of statistical research, data analysis and claims administration; trends in benefit and human resource program development; County functions and operations associated with benefits and human resource management issues; applicable Federal, State and local personnel laws, rules, regulations, codes and ordinances; administration of associated provisions of labor contracts and human resource policies; 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 personal and panel interviews; communicate effectively, both orally and in writing, particularly in speaking before groups and in testifying in a legislative arena; 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 others encountered in the course of work; investigate, negotiate and mediate claims and disputes; effectively recommend compromises and settlements; interpret and explain personnel and related laws, policies and programs to County employees, elected officials and the public; plan, organize, train and oversee the work of employees; 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 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.