

**ADMINISTRATIVE SERVICES DEPARTMENT  
HUMAN RESOURCES DIVISION  
HUMAN RESOURCES ANALYST**

**GENERAL DESCRIPTION:** Under general supervision of the Human Resources Director, performs Human Resources projects and assignments that typically fall under the areas of: recruitment, screening, selection, position classification, salary administration, training, employee safety, diversity program, and employer/employee relations; as the technical skill of the Analyst increases, the level of responsibility will correspondingly increase. Performs work requiring the utmost confidentiality, tact, judgment and discretion.

**GENERAL REQUIREMENTS:**

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

**ILLUSTRATIVE EXAMPLES OF WORK:** Will assist the Director in the following:

1. Develop recruitment and selection methods, review, screen, coordinate, and participate in recruitment and selection processes. May provide functional supervision to Human Resources support staff regarding recruitment and selection processes.
2. Analyze employee benefit programs and make recommendations as needed. Develop requests for proposals for benefit programs, analyze proposals, and make recommendations. Review benefits contracts and agreements and make recommendations as appropriate.

3. Participate in the development, execution, and analysis of various compensation, classification and benefit studies and surveys.
4. Assist in the development and implementation of new Human Resources programs/policies/procedures.
5. Plan, research and complete various human resources-related projects; coordinate with other departments on Human Resources projects and programs; coordinate other programs and special events.
6. Write class specifications and essential functions of positions.
7. Compose correspondence, documents, reports, Personnel Commission reports, policies, procedures, analyses, and/or forms related to Human Resources programs/procedures.
8. May attend monthly Personnel Commission meetings and other meetings as directed.
9. Design and supervise the preparation of a variety of forms, folders, agendas, packets, brochures, and arrange for distribution.
10. May conduct or supervise new employee orientation sessions, explaining conditions of employment including benefit plans, pay schedules, City organization and personnel rules and regulations.
11. Provide support in the maintenance and revision of the City's governing documents.
12. Assist the Human Resources Director with personnel investigations as directed.
13. Assist employees with the more complex benefits issues or problems and take steps to resolve issues and problems in a timely manner.
14. Interpret, explain, and apply personnel rules and regulations, programs, policies, and laws to employees, the public, and managers. Answer questions and provide information on sensitive and confidential matters.
15. May provide functional supervision and training to Human Resources support staff and may delegate tasks as appropriate.
16. Assist at the counter in receiving the public and provide customer service information in response to citizen requests, in a courteous and professional manner.
17. Provide information to employees, supervisors or other personnel by interpreting/ researching City governing documents.
18. Assist in labor relations and negotiations process as requested and provide research and reporting support to Management in the negotiations and labor relations process.
19. Participate in related training programs; may provide training to employees, supervisors and

managers on human resources topics or issues.

20. Maintain and utilize the City's Human Resources Information System such as Pentamation.
21. Analyze and evaluate workers compensation programs and procedures. Assist third party administrator, Human Resources Director, manager, supervisor, or employee with workers compensation issues or claims as appropriate.
22. Participate in Emergency Operations Center Team as backup to Human Resources Director.
23. Administer, and supervise others in the administration of, written tests, performance tests, assessment centers, agility tests and oral boards.
24. Perform related work as required.

**REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:**

**SKILLS:**

1. Use initiative and independent judgement within established guidelines and proper etiquette as directed.
2. Use tact and discretion in developing and maintaining effective working relationships with those contacted in the course of the work and in handling sensitive human resources matters.
3. Is proficient in the use of a personal computer and various computer software such as Microsoft Word, Excel, and Publisher.
4. Can organize work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of supervision and direction.
5. Has excellent oral and written communication skills.
6. Has strong conflict resolution and facilitation skills.

**KNOWLEDGE:** Knowledge of:

1. Public personnel administration.
2. Recruitment and selection techniques including test administration skills.
3. Classification analysis.
4. Compensation and benefits administration.
5. Human Resources laws and other applicable employment laws such as Title VII, Americans with Disabilities Act, workers compensation laws, and laws on the prohibition of work place

harassment.

6. Correct English usage, spelling grammar, punctuation, and vocabulary.
7. Customer service techniques.
8. Conflict resolution and problem solving techniques.

**ABILITIES:** Ability to:

1. Read, understand, and interpret policies, procedures, and regulations.
2. Organize and prioritize workload effectively to meet deadlines.
3. Carry out projects with minimal supervision.
4. Establish and maintain effective working relationships with supervisor, co-workers, other departments, outside agencies, and the general public.
5. Provide functional supervision to support staff and to provide direction as needed in the absence of the Human Resources Director.
6. Communicate effectively.
7. Interpret and analyze information, make recommendations, and evaluate alternative courses of action.
8. Make verbal presentations requiring tact, persuasion and diplomacy.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone or headset
4. Copier
5. Calculator
6. 10-key adding machine
7. Facsimile machine
8. Typewriter
9. Postage meter and scale
10. Dictation/transcription equipment
11. Microfiche reader
12. Polaroid camera
13. Digital camera
14. Paper shredder
15. Paper cutter
16. Specialized computer software

17. Automobile

**PHYSICAL DEMANDS:**

Under typical office and field conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting, for prolonged periods of time while working at the computer or attending meetings.
2. Walking
3. Standing
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling
10. Lifting up to 25 lbs.
11. Driving
12. Speed, in meeting deadlines and using office equipment

**SENSORY DEMANDS:**

Under typical office and field conditions, employee utilizes these senses while using a computer, typewriter, telephone, fax machine, copier, adding machine, postage meter, paper shredder/cutter, camera or automobile:

1. Seeing
2. Speaking
3. Hearing
4. Touching

**ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

Office Conditions:

1. Indoors: Typical office conditions, over 95% of the time.
2. Flooring: Low level carpeting, linoleum, tile floors and some exposure to asphalt.
3. Noise Level: Conducive to office settings with phones, copiers, faxes, radios and typewriters.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal, indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment.

Field Conditions:

1. Outdoors: Typical field conditions during recruitment testing, less than 5% of the time.
2. Travel: Under varying conditions via automobile, less than 5% of the time.
3. Flooring: Asphalt, grass, dirt, and uneven surfaces at testing and training sites.
4. Noise Level: Varying low to high equipment noise at testing or training sites such as the Fire Station and Corporation yard.
5. Lighting: Normal outdoor conditions, and chance exposure to extreme weather conditions.
6. Ventilation: Heating and air conditioning provide by vehicle and outdoor equipment.
7. Dust or Fumes: Normal, outdoor levels to high outdoor levels associated with recruitment activities.

**HAZARDS:**

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, radio, paper shredder, or paper cutter. When traveling to meetings or seminars, there is some exposure to mechanical hazards while utilizing a vehicle.

**ATMOSPHERIC CONDITIONS:**

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

**REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:**

1. A baccalaureate degree from an accredited college or university in Human Resources, Industrial Relations, Public Administration or a related field of study.
2. Three (3) years of increasingly responsible Human Resources experience that has included experience in multiple areas of human resources as well as independent work on complex and time sensitive projects. Prior, and recent, professional-level public-sector work experience in the area of human resources is highly desired.
3. A strong commitment to customer service.
4. Strong computer skills.
5. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicles(s).
6. Pass a post-offer medical examination, which includes a drug test.
7. Prefer non-tobacco user.
8. Pass a Department of Justice criminal record check for employment.