



HUMAN RESOURCES ANALYST I
HUMAN RESOURCES ANALYST II

DEFINITION

To provide responsible professional, administrative and technical work in a variety of areas of human resources management including classification, compensation, recruitment, examination, employee relations, safety programs, training, and benefits; performs surveys, studies and analyzes data; to provide highly responsible analytical staff assistance, to conduct specific and comprehensive analyses of a wide range of municipal policies involving organization, procedures, finance, and services; prepares reports and recommendations; maintains the City's personnel recordkeeping systems and other documentation programs, and manages various projects.

DISTINGUISHING CHARACTERISTICS

Human Resources Analyst I - This is the entry level class in the professional Human Resources Analyst series. This class is distinguished from the journey level by the performance of the more routine tasks and duties as assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Human Resources Analyst II - This is the journey level class within the professional Human Resources Analyst series. This class is distinguished from the entry level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

SUPERVISION RECEIVED AND EXERCISED

Human Resources Analyst I

Receives general supervision from an assigned supervisor.

Human Resources Analyst II

Receives direction from an assigned supervisor.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Facilitates and coordinates recruitments; markets open positions; develops, conducts, and/or arranges for appropriate selection devices, including written, oral and performance examinations; reviews and screens employment applications; determines and recommends appropriate pass points; communicates with candidates.

Analyzes, audits, and makes recommendations for compensation administration; develops, analyzes and responds to salary and benefit surveys including establishing classification comparability; recommends salary range placements and adjustments; implements and reviews salary structure for compliance with City's long range goals and objectives.

Researches, analyzes, audits and participates in the maintenance of the City's classification plans; conducts job classification analyses; prepares or revises job specifications; develops classification recommendations and reports; recommends allocation of existing classes or proposes the establishment of new classes.

Assists with the design and implementation of various employee development and training programs; arranges for trainers or conducts training programs when required; informs supervisors and employees of available training opportunities; evaluates effectiveness of training programs.

Assist in the development of new program elements and program modifications as necessary to meet goals and objectives; monitor and coordinate the daily operation of assigned program areas; and, perform analytical work and maintain appropriate records and statistics.

Assist in the preparation of the department budget; make budget recommendations relative to assigned program areas of responsibility; coordinate and compile budget recommendations prepared by other staff; research past expenditures; and, project future expenditures.

Monitor program and/or department budget on a daily basis; review purchase requisition and ensure funds are available and that request is authorized.

May act as Risk Manager. Monitor and coordinate liability claims; coordinate safety and workers' compensation program; resolve claims with third party administrator and others.

Assists in the development and implementation of various employee assistance and wellness programs.

Assists in the development and implementation of computerized personnel systems; provides information to information systems staff and may instruct others in system application.

May provide technical advice to or instruct others in work procedures.

Performs a variety of investigations such as harassment, discrimination, and/or employee misconduct; prepares appropriate reports of findings.

Plans and performs a variety of administrative and analytical work related to the provision and maintenance of employee benefit programs including health, dental, retirement, long-term disability and employee assistance.

Assists with labor relations work including policy implementation and revision; researches, develops, costs out and analyzes issues and proposals for changes to City's employee relations policy.

Assists Department Directors, managers and supervisors with employee relations issues, including discipline.

Prepares and administers contracts and memorandums of understandings; participates in and assist with coordinating or facilitates internal department and City-wide committees and staff meetings; and coordinates training and volunteer activities.

Provides information and interpretations to various City departments, employees, other employers, the public and applicants regarding human resources policies, procedures, practices, and decisions.

Identifies organization-wide training needs and participates in developing effective responses to these needs; develops and implements training programs on a variety of personnel issues.

Prepares a variety of written documents including City Council staff reports, proposals, contracts, publications, correspondence, and analytical summaries.

Assists in the development and implementation of department goals, objectives, policies, and procedures; assists in the development of citywide personnel rules, policies, and procedures.

Maintains awareness of and participation in external professional environment and resources to ensure the highest level of professional standards are applied to service delivery within the City's human resources functions.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Human Resources Analyst I

Knowledge of:

Basic concepts, principles and procedures of public personnel administration, particularly as related to the functional area to which initially assigned.

Computer applications related to the work.

Public administration policies and procedures.

Structure and organization of public sector agencies.

Standard and accepted principles, practices and methods of administrative and organizational analyses.

Basic data sampling and statistical analysis techniques.

Standard and accepted English usage, spelling, punctuation, and grammar.

Standard office practices, methods and equipment, including a computer and applicable software.

Principles and practices of good customer service.

Principles and practices of good team building and team leadership.

Techniques and principles of effective interpersonal communication.

Principles and practices of safety management.

Basic techniques and principles of the municipal budget process.

Ability to:

Performing professional-level personnel work in a variety of assigned areas; working without close supervision in standard work situations; contributing effectively to the accomplishment of team goals, objectives and activities.

Organize, plan, schedule and implement operations; conduct analytical and administrative projects related to area of assignment.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; research, identify, remember and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

Learn and apply administrative and departmental policies, laws and rules; analyze situations carefully and adopt an appropriate, effective course of action.

Perform a wide variety of analytical duties with little or minimal supervision; analyze situations accurately and develop effective courses of action.

Effectively administer assigned programmatic responsibilities; prepare reports; prepare and administer a program budget; evaluate and develop procedures and policies.

Supervise management studies; manage contracts; develop and track budgets; make public presentations; and, manage meetings effectively.

Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

Foster an environment that embraces diversity, integrity, trust and respect.

Be an integral team player, which involves flexibility, cooperation and communication.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Preserve confidentiality of sensitive material routinely encountered as part of work assignments.

Operate a personal computer with proficiency and familiarity to effectively to produce complex, professional reports, charts, spreadsheets and other documents.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

No professional experience required.

Training:

Equivalent to the completion of a Bachelor's degree with major course work in public administration, business administration or a related field.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at desk for long periods of time; intermittently bend and twist to reach office equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; lift or carry weight of 10 pounds or less.

Human Resources Analyst II

In addition to the qualifications for the Human Resources Analyst I:

Knowledge of:

Principles and practices of job analysis, recruitment, selection, classification, workers' compensation, compensation, labor relations, employee assistance and/or employee development in a public agency setting, depending upon the functional area to which assigned.

Applicable federal and state laws and regulations.

Effective report writing and research techniques for complex work.

Principles and practices of benefit administration.

Principles and practices of advanced project management and work flow analysis.

Ability to:

Manage more complex or sensitive projects.

Diagnose problems of a more complex nature.

Independently perform professional work in the area(s) to which assigned.

Carry assigned analytical projects through, from data gathering to completion.

Use initiative and independent judgment within established procedural guidelines.

Use tact, discretion and prudence in dealing with those contacted in the course of the work.

Exercise initiative and independent, astute judgment in sensitive situations; interview, investigate, problem solve and negotiate.

Make effective oral presentations to large and small groups.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of professional level experience in public administration similar to the Human Resources Analyst I with the City of Citrus Heights, which has included recruitment and selection, classification and compensation, and employee/labor relations. Experience that includes more than one functional area of human resources and experience in a public agency setting.

Training:

Equivalent to the completion of a Bachelor's degree with major course work in public administration, business administration or a related field. A Master's degree in a related field is desirable.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

Equal Opportunity Employer:

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Department of Fair Housing (DFEH), and federal laws including the Americans with Disabilities Act and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

File:	Human Resources Analyst I/II
FLSA:	Exempt
Created:	07/06/05
Revised:	January 12, 2010