CITY OF SANTA CRUZ
HUMAN RESOURCES ANALYST I/II

Reports To: Principal Human Resources Analyst and/or Chief Human Resources Officer
Supervises: May supervise or provide lead direction
Bargaining Unit: Management

BASIC FUNCTION

Under direction, performs professional level human resources duties in the administration of recruitment and examination, classification and compensation, employee benefits, employee/labor relations, employee training and development programs, workers compensation, develops, plans, implements and administers assigned program responsibilities; conducts research, analysis and preparation of reports; and, performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Human Resources Analyst I

The **Human Resources Analyst I** is the journey level classification in the professional human resources analyst series. This classification is distinguished from the next lower level classification of Human Resources Technician in that the latter performs the technical and para-professional activities related to the area of assignment while the Human Resources Analyst I is a management level classification responsible for performing the full scope of higher level human resources analysis and research on new and current program activities. Initially, incumbents perform assigned tasks under general supervision, while learning related policies and procedures. As experience is gained, there is greater independence of action within established guidelines. Incumbents may be assigned to any area within any division this classification is alternately staffed with Human Resources Analyst II and incumbents may advance to the higher level after gaining experience and demonstrating a level of proficiency that meets the qualifications of the higher level classification.

Human Resources Analyst II

The **Human Resources Analyst II** is the advanced journey level classification in the professional human resources analyst series in which incumbents are expected to independently perform the full scope of human resources analysis and research on new and current program activities. Incumbents may be assigned to any area within any division. This classification is distinguished from the next higher classifications of Principal Human Resources Analyst, Chief Human Resources Officer in that the latter are division manager level classifications, which provide lead direction and supervision to staff, and provide oversight and have responsibility for multiple human resources programs.

TYPICAL DUTIES *(May include, but are not limited to those duties listed below.)*

- Assists in the development and implementation of department or Citywide goals, objectives, policies and procedures; analyzes and recommends strategies to improve effectiveness of operation.
- Compiles and analyzes data pertaining to personnel program policies and issues; prepares related reports.

- Provides information concerning human resources policies, procedures and terms of labor contracts to City staff, other agencies, and the public.
- Assists in department budget preparation, analysis and administration; monitors expenditures and approves invoices and purchases.
- May supervise and train assigned clerical and technical staff; directs and evaluates the work of assigned staff.
- Utilizes computer software applications to support and conduct activities in area of assignment.
- May plan, develop, coordinate and present training sessions related to area(s) of assignment; may prepare and conduct training classes for City employees.
- May represent the Human Resources Department in interdepartmental, interagency and public meetings; serves on committees and task forces as assigned.

If assigned to Recruitment and Examination/ Classification and Compensation Division

Recruitment and Examination

- Develops, plans, coordinates, and administers the recruitment and examination process.
- Develops recruitment plans and creative outreach techniques to attract a diverse applicant pool.
- Designs and develops job related selection procedures.
- Evaluates and screens employment applications.
- Develops examination schedules and develops, administers and evaluates oral, written, and performance tests, and other assessment instruments.
- Performs statistical analysis of examination results.
- Oversees the preparation of job announcements, employment advertising and other recruitment materials.
- Attends job fairs and other events to publicize City job opportunities.
- Provides information and advice to job applicants and the general public concerning employment opportunities and examination procedures.

Classification and Compensation

- Conducts classification studies, including conducting job analyses by auditing positions by questionnaire and interview, reviews the classification system, recommends the allocation of positions to new or existing classifications; and writes comprehensive classification study reports to include recommendations.
- Prepares and revises classification specifications.
- Responds to compensation and classification survey requests; conducts salary surveys; assists in analyzing salary data and preparing related reports.
- Stays current on FLSA law and its interpretation and acts as subject matter expert.
- Assists departments with classification, position and compensation questions and issues.

If assigned to Employee Relations Division

Employee Benefits

- Manages and coordinates the employee benefits programs, monitors compliance and makes recommendations based on cost effectiveness and benefit optimization.
- Ensures timely and accurate benefits enrollments including the administration of the annual open enrollment process.

- Assists with education and problem resolution relating to employee benefit questions and issues.
- Researches and writes draft benefit policies.
- Serves as liaison between providers, consultants and the City.
- Develops operating procedures for effective processing of benefit programs.
- Develops and coordinates employee incentive and motivation programs.
- Conducts new employee benefit orientations.
- Provides assistance to management and employees regarding the retirement process.
- Administers the leave of absences programs, ensuring legal compliance; develops related policies and procedures; educates employees and managers on policy and legal compliance; may coordinate or make recommendations regarding reasonable accommodation requests.
- Administers the tuition reimbursement program.

Employee/Labor Relations

- Provides counsel and assistance regarding employee relations matters including performance evaluations, corrective actions, grievance investigations, and negotiation preparation.
- Assists with providing guidance to departments regarding disciplinary actions and termination procedures.
- Conducts special studies for meet and confer purposes.
- Performs cost analysis on negotiation proposals and drafts contract language.
- Conducts preparatory research on contract and bargaining matters for labor negotiations.
- Maintains a good understanding of and interpretation of memoranda of understanding for all bargaining units.
- Conducts exit interviews and compiles related data.

Employee Training and Development Programs

- Manages, coordinates, and may conduct Citywide Training and Development Programs including mandated trainings and New Hire Orientation.
- Analyzes and implements department training needs through surveys or interviews.
- Manages the Citywide Succession Planning initiatives including Mentoring and Job Shadowing.
- Researches, designs, and makes recommendations on new training and development programs including performance evaluation process.
- Selects and schedules instructors and training consultants.
- Evaluates effectiveness of training programs.
- Oversees the development of brochures and training materials and ensures appropriate distribution.
- Develops and disseminates the Citywide training calendar.
- Oversees the maintenance of all records of training activities.
- Provides assistance and counseling to employees on career development.

If assigned to Workers Compensation Division

Workers Compensation

- Develops, coordinates and administers the City's Workers' Compensation program, incorporating existing laws, policies and procedures.
- Develops and assists in negotiating and maintaining a cost-effective workers' compensation program.

- Reviews workers' compensation claims and coordinates case management with third party administrator; participates in and facilitates claims investigations; serves as the liaison between the various parties on the claim and in related issues.
- Provides direction and training to City employees, supervisors and managers in workers compensation issues.
- Develops and is responsible for the City's Return to Work program; assists City departments in addressing light duty and/or permanent modified return to work plans; when applicable, initiates the interactive process with injured workers.
- Reviews disability retirement applications and provides assistance to management and employees regarding the retirement process.
- Facilitates and/or participates in the City-wide Safety Committee as a workers compensation subject matter expert.
- Assists with the development and implementation of City-wide safety administrative procedures; assists with the development of new safety programs in response to regulatory changes and case law.
- Participates in monitoring and updating City-wide safety policies and procedures.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Human Resources Analyst I

Knowledge:

- Principles, methods and techniques of human resources administration related to the area(s) of assignment.
- Research methods and statistical analysis.
- Principles of supervision and training.

Skills:

- Office practices, methods and equipment, including a computer and a variety of word processing and other software applications.
- Maintain accurate records**.**

Abilities:

- Effectively organize, prioritize and follow-up on work assignments.
- Learn more complex principles, practices, techniques and regulations pertaining to assigned duties.

- Make public presentations.
- Supervise, train and evaluate assigned staff.
- Make sound decisions within established guidelines.
- Communicate clearly and concisely, both orally and in writing.
- Follow written and oral directions.
- Work independently and as a member of a team.
- Establish and maintain effective working relationships.
- Observe safety principles and work in a safe manner.

Human Resources Analyst II

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

Knowledge:
- Applicable federal, state and local laws, codes and regulations related to the area(s) of assignment.
- Principles and practices of program development, administration and evaluation.

Skills:
- Preparation of clear, concise and complete analysis, proposals, reports and other written materials.
- Research and analysis of complex situations and evaluation of information and data either in statistical or narrative form.

Abilities:
- Analyze complex administrative and technical issues and make appropriate recommendations for action.
- Interpret, explain and apply applicable laws, codes and regulations.
- Independently develop and coordinate effective systems, programs, and procedures.
- Develop and implement revisions to standard operating procedures to improve effectiveness and/or comply with regulatory changes as appropriate.

EDUCATION AND EXPERIENCE
Any combination of education and experience that provides the above knowledge, skills, and abilities combined with any required licenses and certificates is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

Human Resources Analyst I
- A Bachelor's degree in human resources management, business, public administration or a related field; and
- Two years of progressively responsible human resources experience related to the area of assignment.

Human Resources Analyst II
- A Bachelor's degree in human resources management, business, public administration or a related field; and

- Two years of professional management level human resources experience in the area(s) of assignment.

LICENSES/CERTIFICATES

- Possession of, or the ability to obtain, a valid class C California driver's license, or the ability to provide alternate transportation which is approved by the appointing authority.

DESIRABLE QUALIFICATIONS

- The ability to speak read and write Spanish.
- Public Sector Human Resources experience.

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Career Ladder

- Administrative Services Director
- Chief Human Resources Officer
- Principal Human Resources Analyst
- *Human Resources Analyst I/II*
- Human Resources Technician