

CITY OF GLENDORA
HUMAN RESOURCES ANALYST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general direction, performs complex professional, administrative, and coordination duties related to the City's Human Resources Department; oversees and coordinates administrative processes, procedures, and programs; provides responsible and complex staff assistance to the Deputy City Manager; performs related duties as required.

CLASS CHARACTERISTICS

The Human Resources Analyst is responsible for the day to day administration of the Human Resources Department functions, including supervising technical and clerical office personnel, and is responsible for a variety of confidential data and records.

ESSENTIAL JOB FUNCTIONS

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

1. Develops and implements recruitment plans and schedules; acts as coordinator in the assignment and review of assigned recruitments; develops related job flyers and advertisements; directs and participates in applicant screening, test selection and administration; develops eligibility lists; notifies applicants of status during various phases of the recruitment/selection process; coordinates appointments for pre-employment medical examinations, fingerprint processing and background checks; receives confidential information on all candidates for employment and maintains recruitment files. (a b c e f h i j l m n p)
2. Assists in the maintenance of class specifications; conducts surveys and other studies concerning classification, salary, benefits, and policies and practices of other City departments or other agencies; responds to salary and benefits surveys; compiles data to prepare related detailed reports. (a b c d e f g h i j l o p)
3. Administers the City's workers' compensation program by coordinating claims administration with third-party administrator to ensure accurate and timely handling of claims; ensures that appropriate forms are completed and procedures are followed; may discuss workers' compensation claims with departmental staff, medical and legal resources, and Deputy City Manager to determine course of action; provides liaison to other City staff, claims adjusters and investigators in the disposition of claims; maintains related files and documentation. (a b c e f g h l o p)

4. Provides information and general assistance to City employees and the general public regarding human resources activities, processes, policies and procedures; assists in resolving routine problems or complaints; researches policies, laws and procedures to answer questions and respond to requests for information; explains and applies interpretations of human resources procedures, policies and rules. (a b c e f g h l j o)
5. Assumes responsibility for daily administration, coordination and implementation of employee benefit programs, including open enrollment procedures and processing, employee eligibility, distribution and/or communication of medical, dental, vision, flexible spending accounts and other enrollment procedures; ensures compliance with COBRA and HIPAA regulations; coordinates mandatory harassment training for supervisors and training offered by outside agencies; administers employee service award program. (a b e h j p)
6. Coordinates and conducts new employee orientations; coordinates new employee processing activities with payroll staff and operating departments; processes related documents. (a b c g h l p)
7. Oversees and maintains schedules of personnel transactions to ensure timeliness of employee performance evaluations, merit step advancements, salary adjustments, and provision of employee benefits; maintains individual personnel files and integrity of official file systems. (a b e f g h i j k l o p)
8. Monitors catastrophic disability leave, FMLA and CFRA leaves of absence; prepares required correspondence and maintains leave logs; explains regulations and procedures to employees and operating departments; assists with related SDI and paid family leave claims. (a b c e f h k l o p)
9. Provides complex assistance to the Deputy City Manager; maintains records and documentation for the preparation of narrative and/or statistical reports; tabulates information and prepares statistical reports; assists in the performance of administrative tasks, utilizing judgment in the application of policy; sorts, files, prepares and/or processes a variety of documents and records according to established procedures; schedules appointments and makes travel and meeting arrangements. (a b c e f g i j k l o p)
10. Exercises direct supervision over assigned technical and clerical personnel; prioritize and coordinate work assignments; reviews work for accuracy; recommends improvements in workflow, procedures, and use of equipment and forms; participates in selecting, training, and evaluating assigned staff; provides or coordinates staff training; works with employees to correct deficiencies; may implement discipline or termination procedures. (a f h)
11. Ensures the compliance of City rules and regulations with applicable local, state, and federal regulations; participates in the development and implementation of new or revised human resources programs, systems, policies, procedures, methods of operation, and record keeping practices; prepares and updates various human resources forms and manuals; creates and maintains complex instructions for

various human resources procedures; stays abreast of changes and developments in the human resources field; monitors legislation to determine impact on human resources operations and programs. (a b c e f)

12. Provides administrative staff support in the labor negotiations process; participates in the administration of labor agreements and disciplinary action proceedings; assists in handling grievances and other human resources related matters. (a b c e f h i j)

REQUISITE ABILITIES

The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- a. Communicate clearly and concisely, both orally and in writing.
- b. Maintain accurate confidential records and files.
- c. Compile statistical data.
- d. Respond to a variety of surveys.
- e. Understand and apply laws, regulations, policies, complex rules and procedures.
- f. Make sound, independent judgments within established guidelines.
- g. Perform a variety of clerical related work.
- h. Communicate effectively with a variety of personnel and establish/maintain effective working relationships.
- i. Understand and follow verbal and written directions.
- j. Work independently.
- k. Perform mathematical computations.
- l. Operate a computer and use a variety of computer software.
- m. Administer employment tests.
- n. Plan and execute recruitments.
- o. Conduct research and prepare reports.
- p. Operate a variety of office equipment.

MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

QUALIFICATIONS GUIDELINES

Education and/or Experience *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

A Bachelor's degree or equivalent with major work in business administration, human resources, or a closely related field, and three years of progressively responsible human resources experience involving professional level duties in areas such as recruitment, selection, testing and workers' compensation.

Knowledge and Skill Levels

Knowledge of federal and state laws, rules, and regulations relating to employment practices, workers' compensation and benefits administration; principles and practices of human resources administration including recruitment, selection and testing rules, regulations and procedures; basic principles of research and report preparation; general office procedures, methods and techniques; records processing and maintenance procedures and systems; preparation of complicated documents requiring specialized typing. Ability to administer, coordinate and monitor multiple projects and meet appropriate deadlines. Skill in the operation of a variety of office equipment, or operation of word processing equipment at a comparable rate; use designated computer software, auxiliary programs and computer equipment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with a variety of City staff and others. At least minimal environmental controls are in place to assure health and comfort.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.