HUMAN RESOURCES ANALYST / SENIOR HUMAN RESOURCES ANALYST

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of professional, technical and analytical work involved in the implementation of the City's Human Resources Department programs, including employee benefits; recruitment, testing and selection; classification and compensation; program and policy development; employee relations and/or assigned special projects.

Supervision Received and Exercised:

Receives general direction from the Employment Services Manager and/or Employee Benefits Manager.

May directly supervise and/or provide functional and technical direction to support staff.

Distinguishing Characteristics:

Human Resources Analyst

This is the journey-level professional class in the Human Resources Analyst series. This class is distinguished from the Senior Human Resources Analyst by the performance of less complex duties. Assigned responsibilities within the series include the following areas of responsibility: recruitment; testing and selection; benefits; mediation services; employee relations; training and organizational development; classification and compensation; and special projects. Appointment to the higher level within the classification requires that the employee perform the full range of duties with only occasional instruction or assistance as new or unusual situations arise and the employee is fully aware of the operating procedures and policies of the work unit.

Senior Human Resources Analyst

This is the advanced-level professional class within the Human Resources Analyst series. Employees within this class are distinguished from the Human Resources Analyst by the performance of the full range of duties, as well as overseeing the more complex assignments given to the Human Resources Analyst and/or support staff. Employees at

this level receive only occasional instruction or assistance as new or unusual situations arise, are fully aware of the operating procedures and policies of the work unit, and are performing the full range of duties assigned to the class. Positions in this class are flexibly staffed and are filled by advancement from the lower class of Human Resources Analyst.

Essential Functions:

Duties may include, but are not limited to, the following:

- Provide counsel, direction, and information to management, supervisors, and employees pertaining to recruitment and selection; classification and compensation; employee relations; and/or employee benefits.

- Plan, develop, and implement key strategic systems and programs related to recruitment, testing, selection, classification, compensation, benefits, employee development, training, performance planning, and/or mediation.

- Interpret personnel policies and procedures, human resource guidelines, and MOU agreements; respond to requests for information and assistance from management, supervisors, employees, union representatives, outside agencies, and the public.

- Act as primary point of contact for complex personnel issues; investigate work-related employee complaints and concerns; gather information and documentation relating to an investigation; write formal reports on investigation findings, determinations, and recommendations.

- Assist the City Attorney's Office in responding to employment-related interrogatories and other legal information including investigate, analyze, and respond to formal grievances, charges, and appeals from EEOC and/or the Arizona Civil Rights Division.

- Plan and implement recruitment and selection programs; oversee the establishment, preparation and maintenance of eligibility lists; advise panel members on the selection criteria; and respond to appeals over qualifications and hiring decisions; ensure compliance with related federal, state, and local regulations.

- Maintain the classification system by implementing processes to ensure compliance with applicable laws and regulations; conduct job classification audits, prepare or revise job specifications, conduct compensation surveys, and make range adjustment recommendations.

- Develop curriculum, schedules and conduct training sessions for City employees on various human resources topics, such as personnel rules and regulations; benefits and

wellness programs; benefits open enrollment; MOU agreements; performance planning; employment regulations; equal employment opportunity requirements; and employment compliance.

- Assist in the development of technology solutions for employment services and employee benefits processes; review, analyze, and manage HRIS data relating to areas assignment.

- Participate in the selection of staff; provide functional / technical direction or may directly supervise assigned staff; and as needed, work with staff to correct deficiencies and/or implement discipline procedures.

- Provide pro-active performance planning through ePerformance; utilize the ePlan to formalize performance goals, outline professional development plans, and discuss job competencies; utilize the eLog as an electronic dialogue tool and communication resource for transparent documentation.

- Perform job related duties as assigned.

Duties specific to a Benefits assignment:

- Analyze and monitor benefit programs for compliance with contracts and Plan Document provisions; make recommendations for changes regarding program policies and procedures; research, develop, and manage benefit program implementation to include project timeline, HRMS integration, and participant communication; act as project point of contact between internal partners and benefit vendors.

- Assist with proposed benefit contract term recommendations, negotiations, and administration duties including evaluating proposals; review contracted services to ensure compliance to contract agreements; comprehend and interpret written documents such as the Benefit Plan Document; monitor legislation to ensure compliance with federal, state, county and local laws.

- Analyze and interpret complex financial data and other aspects of benefit plans and proposals in order to monitor operational efficiency and recommend alternatives.

Minimum Qualifications:

Experience:

<u>Human Resources Analyst</u>

Two years of professional level human resources experience.

Senior Human Resources Analyst

Four years of full-time, professional level human resources experience.

Education:

For both the Human Resources Analyst and the Senior Human Resources Analyst:

Requires a bachelor's degree from an accredited college or university with major course work in human resources management, personnel management, public administration, business administration, or a degree related to the core functions of this position.

Licenses/Certifications:

Professional Human Resources certification is preferred, such as:
- PHR (Professional in Human Resources)
- SPHR (Senior Professional in Human Resources)
- IPMA-CP (Certified Professional in Human Resources)
- CCP (Certified Compensation Professional)
- CBP (Certified Benefits Professional)

Examples of Physical and/or Mental Activities:

(Pending)

Competencies:

(Pending)

Job Code: 300 / 365

Status: Exempt / Classified