

CLASS SPECIFICATION

Senior Human Resources Analyst

Code Number: _____

GENERAL PURPOSE

Under general direction, performs a variety of complex professional and technical activities in support of the Commission's human resource management programs, including recruitment and selection, classification, compensation, employee relations, benefits and performance appraisal; serves as human resources liaison to designated divisions or sections; coordinates special employment programs; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

A Senior Human Resources Analyst participates in the delivery of human resource management programs and services in assigned areas of responsibility. The incumbent provides professional advice and counsel to Commission managers, supervisors and employees and carries out difficult and complex responsibilities requiring a high degree of professional, organizational and interpersonal knowledge, skill and sensitivity.

Senior Human Resources Analyst is distinguished from Human Resources Analyst in that a Senior Human Resources Analyst performs more difficult, complex and sensitive work of greater Commission-wide impact requiring broader professional knowledge and experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

Serves as human resources liaison to designated divisions or sections, providing or coordinating the provision of a wide range of human resources programs and services to sections and section employees; coordinates and provides Commission-wide functional expertise and leadership in assigned areas of responsibility.

Coordinates and monitors agency-wide recruitment, selection and classification programs and activities; monitors and compiles activity statistics to analyze workload and customer service impacts; recommends program and system enhancements to improve efficiency and effectiveness.

Designs, recommends and implements recruitment and selection strategies and outreach recruitment efforts; designs and develops job announcements, advertisements and other recruitment materials; screens applications for qualifications; designs, coordinates, and administers job-related selection

procedures, including but not limited to application reviews, written and performance tests, interviews and assessment techniques; directs or requests background and reference checks; ensures that all phases of recruitment and selection comply with applicable federal, state and local laws, regulations and guidelines; develops job offers to successful candidates; counsels employees and applicants regarding employment opportunities and selection processes.

Conducts organizational and position classification studies; audits and prepares new or modified job analysis documents and class specifications; recommends changes regarding incumbents, classes and class series; designs, supervises and conducts special surveys and studies regarding compensation and other human resource management issues; recommends salary structure or benefit program changes based on studies and analyses; coordinates the preparation and maintenance of class specifications; provides classification, compensation and benefits information to other organizations.

Advises managers regarding employee relations procedures, issues and cases, such as grievances, fact finding, disciplinary actions, and MOU and personnel policy application and interpretation; consults with employees and their representatives to identify and resolve employee/employer-related problems and issues; resolves or assists in the resolution of disputes; works with managers and supervisors to resolve performance and conduct issues; recommends corrective action and reward strategies, subject to management concurrence.

Prepares and implements temporary agency employment services contracts; prepares and drafts Requests for Proposal; drafts Commission board reports; monitors temporary agency activity and contract compliance; designs targeted recruitment strategies to attract Commission residents to contractor employment opportunities.

Confers with, interprets administrative regulations, policies, procedures and regulations and provides guidance to managers, supervisors, staff and the public; performs research, evaluates information and drafts new and revised personnel policies and administrative regulation provisions; recommends changes to Section policies, procedures and practices.

OTHER DUTIES

Designs and administer specialized human resource programs, such as pre-employment medical, youth employment, HUD Section 3 resident employment and other programs.

Supervises the development and selection of job-related testing services and the administration of tests; coordinates with section staff and vendors in the development of specialized job-related testing devices.

Serves as the Commission's volunteer coordinator; designs recruitment strategies and coordinates volunteer activities with outside agencies.

Provides work direction to human resources technical staff in supporting recruitment, selection and other activities; designs and implements improvements to automated systems, including applicant databases, for reporting purposes; troubleshoots system errors and designs special reports.

May provide lead supervision and work guidance to other Section staff; contributes to development and monitoring of performance against the Section budget; participates in developing and evaluating work processes, systems and procedures to achieve annual goals, objectives and work standards; develops and tracks workload statistics for budget purposes in areas of assigned responsibility.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Theory, principles, practices and techniques of public personnel administration, including recruitment, testing and selection, equal employment opportunity, employee relations, classification and job analysis, compensation and benefits administration, employee development, and performance planning and appraisal; basic principles and practices of labor relations, including contract administration techniques; administrative principles and methods, including goal setting, program development and implementation; federal, state and local laws and regulations governing administration of human resource programs and employee relations activities; research methods and analysis techniques; trends in human resource program development; Commission functions and associated human resource management issues; Commission administrative regulations, personnel policies and Memoranda of Understanding; the uses of standard business software.

Ability to:

Analyze and make sound recommendations on complex human resources management issues; understand, interpret, explain and apply Commission, state, and federal policy, law, regulation and court decisions governing the Commission's human resource management program; present proposals and recommendations clearly and logically; represent the Commission effectively in dealings with bargaining unit representatives on a variety of issues; prepare clear, concise and comprehensive correspondence, reports, studies and other written materials; exercise sound, expert independent judgment within general policy guidelines; use computer tools and software; establish and maintain effective working relationships with all levels of management, bargaining unit representatives, other governmental officials, employees, applicants, vendors and the public; exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations.

Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from a four-year college or university with major coursework in public or business administration, human resources, psychology or a related field; three years of increasingly responsible human resource program management experience; or the equivalent combination of training and experience. Experience in a governmental setting is preferred.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand and regularly lift up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math/mathematical skills; perform highly detailed work under changing, intensive deadlines on multiple, concurrent tasks; work with constant interruptions, and interact with managers, employees, bargaining representatives, applicants, representatives of other governmental agencies, vendors and the public, some of whom may be dissatisfied, angry and/or abusive.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions. A high volume of telephone calls and 'walk-in' traffic result in a moderately loud noise level on a frequent basis.