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FLSA: EXEMPT
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II: 03057

HUMAN RESOURCES ANALYST I/II

DEFINITION

Under direct or general supervision, performs complex and varied technical, professional, and confidential work required to administer human resources programs, including recruitment, testing, job analysis and classification, compensation, training and development, and employee and labor relations; performs research and analysis; provides consulting services to Court departments related to all aspects of human resources programs and activities; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Human Resources Manager. Exercises technical and functional direction over assigned technical and clerical staff.

CLASS CHARACTERISTICS

Human Resources Analyst I: This is the entry-level class in the Human Resources Analyst series. Initially under close supervision, incumbents with basic human resources experience perform analytical and technical work within the human resources department. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level usually perform most of the duties required of the positions at the II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Human Resources Analyst II: This is the full journey-level class in the Human Resources Analyst series that performs the full range of professional human resources work in all of the following areas: recruitment, job analysis and classification, compensation, training and development, and employee and labor relations. Positions at this level are distinguished from the I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions 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. This class is distinguished from Senior Human Resources Analyst in that the latter is responsible for technical and functional supervision of lower-level human resources staff and is capable of performing the most complex duties assigned to the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Coordinates and implements recruitment processes for Court departments; confers with departments to ascertain departmental needs; coordinates and/or produces recruitment flyers and position announcements; screens resumes and applications; identifies qualified applicants.
- Organizes and administers oral and written examinations and results, including compiling test scores, preparing eligibility lists and candidate information, coordinating and/or conducting interviews; monitors the hiring process and/or testing processes to assure adherence to applicable human resources policies.
- Conducts salary studies; researches salary and benefit information for use in the collective bargaining process, budget preparation, and cost analysis.
- Assists employees and management with the interpretation and correct application of Court policies, procedures, and programs; provides advice and assistance regarding employment issues; investigates employee complaints.
- Assists in the coordination of the Court's training activities, including identifying training needs, arranging for training presenters, working with trainers to ensure the Court's needs and expectations are addressed, securing training sites, developing memos, flyers, emails, and voicemails, and providing visual aides and other materials as necessary; maintains training logs and records of completion.
- Participates in labor contract negotiation processes with assigned bargaining units.
- Conducts personnel and workplace investigations; assists in responding to grievances and administering disciplinary actions.
- Makes recommendations for the development and revision of human resources documents, procedures, and forms; assists in the development of policies, regulations, and procedures.
- Conducts special research assignments, gathers data, and prepares reports for consideration by management or special committees.
- Consults with supervisors regarding personnel related issues, needs, and services; counsels employees on human resources programs, policies, and processes; explains program provisions, procedures, and eligibility requirements; and assists employees with forms and human resources documents.
- Conducts surveys and compiles data on administrative, human resources, and operational problems or issues.
- Receives and screens visitors and telephone calls, providing a high level of customer service to both external and internal customers; provides information to Court staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, processing contracts and agreements, attending meetings, preparing agendas and taking minutes, and serving on various task forces and committees.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and techniques of human resources in a public agency setting, including recruitment and selection, and equal employment opportunity; job analysis and classification; compensation analysis and administration; training and development; employee and labor relations, including negotiations and the interpretation of laws, regulations, policies, and procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.

- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Court staff.

Ability to:

- Conduct complex research projects on a wide variety of human resources topics, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, explain, and ensure compliance with Court policies and procedures, complex laws, codes, regulations, and ordinances.
- Effectively represent the department and the Court in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Maintain accurate files and records.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from an accredited four-year college or university with major coursework in human resources management, business or public administration, or a related field.

Human Resources Analyst I: One (1) year of experience in professional human resources administration or a related field.

Human Resources Analyst II: Three (3) years of professional experience in human resources administration or two (2) years of experience equivalent to Human Resources Analyst I within the Court.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Court and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and

over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.