

HUMAN RESOURCES ANALYST

DEFINITION

Under general direction, performs complex and responsible professional level human resources work in one or more area of Human Resources, such as: recruitment and selection/EEO, Human Resources Information Systems (HRIS), classification/compensation, and/or leaves/benefits. Incumbents in this classification are designated as “confidential employees” as this term is used within the Educational Employment Relations Act (EERA), 35401(c). As such, incumbents in this classification assist management personnel with developing collective bargaining proposals and/or have regular access to information, which contributes to the development of management’s collective bargaining positions and/or labor relations strategies.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Human Resources Operations and Employee Services and/or Director, Equal Employment Opportunity Programs. May provide technical and functional leadership to human resources employees, including supervision over student workers.

CLASS CHARACTERISTICS

The Human Resources Analyst is a journey level classification in the professional human resources series. 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 Human Resources Technician by the full scope of complex, professional-level human resources work performed and by its lead responsibilities.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

1. Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews and implement improvements.
2. Assists in the preparation, research, and drafting of the initial proposal as well as conduct collective bargaining activities; advises staff regarding provisions of contract.
3. Provides the management team with assistance in the interpretation and application of regulations of the Education Code, Labor Code, and Government Code which deal with personnel and labor relations.
4. Assists in the development of and provide technical guidance to staff regarding proper standards and procedures required in the processing of personnel transactions; communicates provisions of state and federal laws as well as College rules and policies to classified employees, supervisors, administrators, and others regarding personnel and labor relations matters.
5. Prepares memoranda, reports, letters, and notices to employees regarding procedures and legal requirements/updates.
6. Coordinates and prepares Human Resources Board agenda items and follow up after each meeting of the Trustees to ensure that the personnel actions taken are implemented.
7. Conducts College-wide human resources training programs for staff as required.
8. Responds to and resolves difficult and sensitive inquiries and complaints.
9. Represents the department in meetings with other departments in matters relating to personnel issues and other administrative functions; represents the department to outside agencies and other groups.

10. Develops and provides complex reports to management, performs special analyses, planning, and special studies on which management bases major decisions that impact the department or overall administration.
11. Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of human resources administration based on the area of assignment.
2. Principles and practices of data collection and report preparation; Oral and written communication skills.
3. Current computer operating systems, software applications, applicant tracking systems, and human resources information systems.
4. English usage, spelling, vocabulary, grammar, and punctuation.
5. Participatory governance and collective decision making.
6. Principles and practices of employee training and supervision.
7. General labor relations, laws, practices and procedures.
8. Community college organizational functions, policies, and procedures.
9. Applicable federal, state and local laws, codes and regulations related to area(s) of assignment.
10. Interpersonal skills using tact, patience, and courtesy, including human relations skills, conflict resolution strategies and procedures, and team building methods and techniques.
11. Research methods and statistical analysis.
12. Techniques for effectively representing the College in contacts with governmental agencies, community groups, various businesses, professional, educational, regulatory, and legislative organizations.
13. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Analyze complex administrative and technical issues and make appropriate recommendations for action.
2. Maintain confidentiality and discretion in handling and processing confidential information and data.
3. Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for assigned functional areas.
4. Exercise initiative, ingenuity, and sound judgment in solving problems and developing effective solutions.
5. Work effectively with a customer service focus with employees and the public.
6. Effectively organize, prioritize, and follow-up on work assignments.
7. Independently develop and coordinate effective systems, programs, and procedures.
8. Learn more complex principles, practices, techniques, and regulations pertaining to assigned duties.
9. Understand, interpret, explain, and accurately apply applicable laws, codes, and regulations.
10. Develop and implement revisions to standard operating procedures to improve effectiveness and/or comply with regulatory changes as appropriate.
11. Lead, train, and assist with the evaluation of subordinate staff.
12. Make public presentations.
13. Communicate clearly and concisely, both orally and in writing.
14. Work independently and as a member of a team.

15. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

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 a regionally accredited four-year college or university with major coursework in human resources management, business or public administration, or a related field, and three (3) years of progressive experience in human resources area of assignment.

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; vision to read printed materials and a computer screen; and hearing and speech to communicate in person 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 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. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

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