

HUMAN RESOURCES ANALYST – POSITION MANAGEMENT

DEFINITION

Under general supervision, performs complex and varied technical, professional, and confidential work required to administer human resources programs, including position management, job analysis and classification, compensation, recruitment, training and development, employee and labor relations, equal employment opportunity, and other special human resources programs. Performs research and analysis; provides consulting services to District departments related to all aspects of human resources programs and activities; provides coordination and direction, and acts as a lead to assigned staff; performs related work as required. Coordinates with various departments on campus, such as Fiscal, Payroll, President's Office, Instruction, Student Services, and Administrative Services, and their various sub units, to maintain appropriate records and procedures related to the management of the District's positions. Develops information, analyses and/or proposals that are used in the negotiation of wages, hours and other terms and conditions of employment; and/or formulates and recommends effective bargaining language and strategies and techniques related to a variety of program areas.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Human Resources Operations and Employee Services. Exercises technical and functional direction over assigned staff.

CLASS CHARACTERISTICS

This is a full journey-level professional confidential classification that performs the full range of professional human resources work in all of the following areas: position management, job analysis and classification, compensation, recruitment, training and development, and employee and labor relations. Incumbents provide a professional-level resource for organizational, managerial, and related human resources programs, services, and studies. 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)

- Coordinates with various departments on campus, such as Fiscal, Payroll, President's Office, Instruction, Student Services, and Administrative Services, and their various sub units, to maintain appropriate records and procedures related to the management of the District's positions.
- Provides lead direction to assigned staff and day-to-day oversight of assignments; provides technical advice and assistance as needed; reviews departmental processes to ensure a consistent approach to service delivery and resolve work flow issues, and makes recommendations to supervisor.
- Coordinates the implementation of recruitment processes for District departments; confers with departments to ascertain departmental needs; monitors operational procedures and makes recommendations to enhance workflow and functional effectiveness. Makes presentations to District personnel as requested.

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- Assists in the recruitment and selection process during peak workload periods as needed. Maintains currency in the California Community College Chancellor's Office State Minimum Qualifications for Faculty and Staff and other District-specific qualifications to ensure compliance with State Educational Code Title 5 requirements.
- Reviews, monitors, resolves and reports on problems and discrepancies with hiring and working assignments; recommends appropriate solutions to these issues.
- Performs preliminary investigation and research into employee concerns and issues relating to salary placement, compensation, classification, and other related employment issues.
- Responds to complex compensation and other salary-related inquiries that have been elevated from the Human Resources Technician level, as assigned by supervisor. Analyzes, evaluates, and calculates faculty and administrative qualifications and work experience, as needed. In the process reviews transcripts, degrees, work experience and related materials and interprets data collected to ensure appropriate salary placement in a timely manner.
- Interprets, advises, and consults with faculty, department heads, administrators and staff regarding institutional hiring and employment policies, and human resources programs and processes; assists employees with human resources operational procedures.
- Develops information that is used in the negotiation of wages, hours and other terms and conditions of employment as assigned.
- Conducts salary studies, researches salary and benefit information for use in the collective bargaining process, budget preparation, and cost analysis as needed.
- Conducts research and analysis in relation to the collective bargaining process and other employee relations matters as requested; responds to inquiries related to labor relations matters; maintains confidential case files on investigations and interviews as necessary.
- Monitors the automated applicant tracking database to validate data; researches and assists in resolving system errors and problems; researches and recommends best practices for most effective use of system.
- Collects and compiles human resources data; prepares or assists in the preparation of monthly, quarterly, and year-end human resources, legal, summary, and technical reports, as directed.
- Makes presentations to District personnel as needed.
- Conducts special research assignments, gathers data, and prepares reports for consideration by management or special committees.
- Conducts surveys and compiles data on administrative, human resources, and operational effectiveness or issues as assigned.
- Receives and screens visitors and telephone calls, providing a high level of customer service to both external and internal customers; provides information to District 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.
- Remains current on related laws, regulations, and practices affecting all aspects of the job.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

- Assists in responding to government agency complaints, including California Department of Fair Employment and Housing Commission (DFEH), Equal Employment Opportunity Commission (EEOC), and the Department of Labor (DOL) hearings, as assigned.
- Gathers, analyzes, organizes, and compiles documentary evidence from multiple sources for workplace investigations and investigative reports, proposed disciplinary actions, responses to state and federal government agencies, administrative hearings and mediations, as assigned.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and techniques of human resources in a public agency setting, including recruitment and selection, equal employment opportunity, and affirmative action; 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, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

- Lead others, provide day-to-day oversight of assignments, reassign work based upon departmental needs, research effectively and resolve work flow issues.
- 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 District policies and procedures, complex laws, codes, regulations, and ordinances.
- Effectively represent the department and the District 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.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- 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 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 professional experience in human resources administration.

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 District 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

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 staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.