

City of South San Francisco
Human Resources Department

Human Resources Analyst I/II

Series Class Description

Definition

Under general direction, conducts recruitments and exams, conducts classification reviews and compensation schedules, and performs special studies; performs a variety of routine and complex administrative technical and professional work in analyzing and administering various components of the City's Human Resources system, including job analysis, compensation analysis, applicant screening, examination, selection, labor relations, training, affirmative action, benefits administration, employee relations; may direct the work of clerical staff and may supervise part-time or temporary employees; and does related work as required.

Distinguishing Characteristics

This series class specification defines and describes the two levels of professional work in the human resources analyst series. These classes are distinguished from the class of human resources technician in that the latter serves in a para-professional capacity and provides administrative support to the department. Human resources analyst is distinguished from director of human resources in that the latter is a department head responsible for the overall administration of the City's human resources program and supervises this class.

Human Resources Analyst I is the entry level in the series. At this level, incumbents learn and perform professional human resources work under close supervision and are given assignments in specific terms that are subject to frequent review while in progress and upon completion. Assignments may be in any functional area of the department and require a basic knowledge of human resource principals and practices. The exercise of independent judgment and decision-making is within prescribed guidelines, and most contacts are internal within the city. Duties sometimes include providing work direction to support staff.

Human Resources Analyst II is the experienced journey-level classification in the series. At this level, incumbents perform professional human resources work under moderate supervision subject to infrequent review while in progress and upon completion. Assignments can be quite varied and be in any functional area of the department and require a sound grounding in human resource fundamentals and the ability to independently solve human resource problems of moderate difficulty. Independent judgment is required and contacts are both internal with district staff and external with representatives of other agencies. Duties often include providing work direction to support staff.

Human Resources Analyst I and II are flexibly staffed. Upon recommendation of the director of human resources, an incumbent Human Resources Analyst I may advance to Human Resources Analyst II after meeting the desirable qualifications for the higher level.

Typical and Important Duties

1. Provides recruitment and selection services to all City departments, including: job analysis; test construction; test validation; and administers all components of the selection processes.
2. Researches and develops recruitment sources appropriate to the occupation and consistent with affirmative action practices.
3. Consults with hiring managers to obtain input on recruitment needs, selection methods, and examination content.
4. Confers with the Director on policy and procedural matters.
5. Conducts analyses of examination results for validation and related purposes.
6. Responds to questions and resolves appeals concerning examinations; refers unresolved issues to the Director.
7. Prepares reports, makes presentations and attends meetings in connection with the above duties.
8. Provides direction to clerical staff either on a project basis or in the absence of the Director.
9. Provides interpretations of and information concerning a variety of applicable policies, rules, programs, and labor agreements.
10. Assumes assignments in other departmental program areas.
11. As necessary, assists the Director in the review and implementation of programs, policies, and procedures.
12. Represents the department at meetings and, as necessary, at sessions of the Personnel Board.
13. Uses computerized information systems for analysis and related purposes.
14. Reviews proposals for new or revised classifications to determine appropriate salary grade assignment.
15. Participates in salary surveys to determine organization's market relationship.
16. Analyzes occupational data such as physical, mental, and training requirements of jobs and workers and develops written summaries such as job descriptions, job specifications, and lines of career movement.
17. Evaluates selection and placement techniques by conducting research or follow-up activities and conferring with management and supervisory staff.
18. Performs all other related duties as assigned.

Job-related Qualifications

Knowledge of:

- Principles, techniques, and laws applicable to a variety of personnel programs practices.
- Research techniques and practices including statistical concepts and methods.
- Principles of organizational management and supervision.
- Laws, regulations, municipal codes, ordinances, and resolutions relating to the human resources function.
- Principles, practices, and concepts of human resources in a public agency setting.
- Standard office administrative practices and procedures, including the use of standard office equipment.

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- Business letter and report writing and the standard format for reports and correspondence.
 - Computer applications related to the work, including spreadsheet, word processing, and database applications.
 - Records management principles and practices.
 - Basic functions and activities of a City government.
 - Techniques for dealing effectively with the public and City staff, in person and over the telephone.
 - Principles of management, supervision, training, and employee development.

Ability to:

- Effectively conduct recruitment and selection activities; acquire a working knowledge of other departmental programs.
- Acquire a thorough knowledge of policies and regulations of the department, City, and other applicable agencies.
- Provide accurate interpretations of policies and regulations.
- Prepare a variety of reports and analyses; maintain statistical records.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Analyze and interpret a variety of human resources programs, including comprehensive job requirements.
- Establish and maintain effective working relationships with applicants, employees, City officials, labor unions and the general public.
- Understand and follow instructions.
- Perform technical, specialized, complex, and difficult analysis requiring the use of independent judgment.
- Analyze issues and resolve administrative and procedural problems.
- Establish, maintain, and research City and departmental files.
- Make oral and written presentations and reports, including drawing conclusions and formulating recommendations.
- Organize own work, set priorities, and meet critical deadlines; use initiative and independent judgment within established procedural guidelines; plan and organize responsibilities so that reports are produced in a timely and accurate manner; exercise independent judgment; and make sound decisions.
- Maintain confidentiality regarding sensitive information.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures; recognize and report safety hazards.
- Learn and utilize job-related computer applications.
- Direct the work of others on a project or day-to-day basis; train others in work procedures.

Skill in:

- Preparing and administering job descriptions, announcements, and examinations.

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- Analyzing human resource programs and systems.
 - Operating related tools and equipment.
 - Word processing and database management with speed and accuracy sufficient to perform assigned work.
 - Rapid note taking and accurate transcription of own notes.

Experience and Training

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

Experience:

- Human Resources Analyst I - None required
- Human Resources Analyst II - Two years of progressively more responsible professional human resources experience.

Training (all levels):

A bachelor's degree from an accredited college or university with a major in business administration, public administration, or a related field.

Substitution:

For all classifications in the series, additional experience, beyond that noted above, in a professional or support capacity in a human resource office may substitute for the required education on a year-for-year basis.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, an appropriate, valid California driver's license, and a satisfactory driving record.
- Some positions may be required to obtain and maintain certification as a Notary Public.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to make presentations; lift and carry 35 pound boxes, files, and materials.

Work Environment:

Work in a standard office environment, and in the field at times to conduct recruitment, testing, training, and benefits administration activities.

Ability to:

Travel to different sites and locations; locations; drive safely to different sites and locations; maintain a safe driving record; maintain a neat and clean appearance; work protracted and irregular hours and evening meetings or off-shift work for meeting attendance or participation in specific projects or programs; available for evening meetings.

Additional Information:

- Approved: July 1996
- Revised Date: July 1997, June 2003
- Former Titles: Personnel Analyst
- Abolished: PA abolished June 2003
- Bargaining Unit: Mid-management
- DOT: No
- Status: Classified/exempt
- Job Code: HRA I M700; HRA II M270