

City of South San Francisco  
Human Resources Department

**Senior Human Resources Analyst**  
Class Description

**Definition**

Under general direction, performs a wide variety of advanced journey-level professional, administrative, analytical, and coordination duties in support of human resources functions and programs, including labor relations, recruitment and selection, performance management, training, staff development, classification, compensation, and benefits management. Oversees and coordinates assigned administrative processes, procedures and programs.

**Distinguishing Characteristics**

This position is distinguished from the Human Resources Analyst series in that it exercises technical and functional supervision over professional and administrative support staff; and provides advanced journey level professional staff assistance to the Director of Human Resources. The Senior Human Resources Analyst is distinguished from the 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 position.

**Typical and Important Duties**

1. Provides journey-level staff assistance and coordination in support of human resources functions and programs.
2. Provides guidance and advice to departments on a variety of human resources issues including the interpretation and application of Memorandum of Understanding, Personnel Rules and Regulations, Administrative Instructions, as well as, state and federal employment laws; respond to questions and provide information on sensitive and confidential matters.
3. Participates in the development and implementation of new or revised human resources programs, systems, procedures and methods of operation.
4. Participates in contract negotiations with represented groups; sits at the bargaining table; researches options during negotiations; presents options; and assists in strategy development for management.
5. Oversees and/or manages benefits program, including negotiating health insurances with carriers, coordinating workers' compensation program and approving settlements according to guidelines, administering the deferred compensation and retirement health savings plans in accordance with City policy and IRS regulations, and coordinating the DOT random drug testing program.
6. Serves as liaison with employees, public and private organizations, community groups and other organizations; provide information and assistance regarding human resources programs and services; receive and respond to complaints and questions relating to human resources; review issues and recommend corrective actions as appropriate.

7. Represents Department at meetings and, as necessary, sessions of the Personnel Board; may participate in City-wide committees such as Safety Committee and Green Committee.
8. Coordinates various employee training programs utilizing consultants and outside trainers; may develop and conduct training.
9. Participates in the preparation and administration of assigned budgets; may maintain and monitor appropriate budgeting and expenditure controls.
10. Prepares reports, makes presentations and attends meetings in connection with the above duties.
11. 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.
- 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.
- 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:**

- 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, verbally, 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.

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- 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.
- 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:

Four years of progressively more responsible professional human resources experience.

Training:

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

Substitution:

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.

### **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 2008
- Revised Date:
- Former Titles:
- Abolished:
- Bargaining Unit: Mid-management
- DOT: No
- Status: Classified/exempt
- Job Code: M271