



**JULY 2012**  
**FLSA: EXEMPT**

## **SENIOR HUMAN RESOURCES ANALYST**

*This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.*

### **DEFINITION**

Under general direction, performs complex and varied professional and confidential work required to administer human resources programs including but not limited to recruitment, performance management, employee relations, benefits administration, labor relations, training and development, and/or compensation and classification analysis; responds to questions and inquiries from employees and management staff; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from supervisory and/or management staff. Exercises no direct supervision of staff. May coach and/or mentor less experienced staff.

### **CLASS CHARACTERISTICS**

This is the journey-level class within the Human Resources Analyst series. Employees at this level perform more difficult assignments, projects, analyses, and programs assigned to classes within this series, receive only occasional instruction or assistance as new or unusual situations arise, and have full and thorough knowledge of the concepts, practices, procedures, and policies of human resources administration. Responsibilities may include guidance on programs and/or projects and leads by example. This class is distinguished from the Principal Human Resources Analyst in that the latter is responsible for developing, implementing, and managing assigned programs and providing functional and technical direction to less experienced staff, in addition to carrying sole responsibility for the development, implementation, and administration of the most complex programs that have a District-wide impact.

### **EXAMPLES OF ESSENTIAL 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.*

- Develops and implements assigned human resource programs, which may include recruitment, performance management, training and development, employee relations, benefits administration, labor relations, compensation and classification analysis, and/or other special projects.
- Designs, develops, and administers assigned recruitment efforts including testing, selection, and offer; reviews recruitment plans with management staff to determine applicant requirements; develops and posts job announcements; administers application tracking system; performs candidates sourcing; screens and assesses candidates through interviews, testing, and background checks; arranges further interviews; provides guidance to managers on the selection of qualified candidates; compiles workforce planning information and reports to management.
- Organizes and administers oral and written examinations and results, including compiling test scores,

preparing eligibility lists and candidate information, coordinating and/or conducting interviews, extending job offers, and coordinating follow-up pre-employment testing; monitors the hiring process and/or testing processes to assure adherence to applicable human resources policies.

- Develops, implements, and administers the succession management program; researches best practices and implements improvements to meet District needs.
- Develops, coordinates, and administers the District's training programs, including identifying training needs, arranging for trainers, and working with trainers to ensure the District's needs and expectations are addressed; develops training modules in response to highly specialized needs in a wide variety of professional disciplines, as well as in response to specific employee performance and and/or disciplinary issues; directs the administration of the District's learning management system.
- Serves as a subject matter expert in employee relations activities; serves as a liaison to and provides advice and counsel to management and staff in the interpretation of human resources policies, procedures, contracts provisions, and administering grievances; researches, analyzes, prepares, and presents recommendations to management and executive management; conducts personnel and workplace investigations; assists in responding to grievances and administering disciplinary actions; drafts disciplinary documents; conducts conflict resolution meetings as needed; negotiates settlement agreements with unions; participates in the negotiations process.
- Administers comprehensive employee benefit programs; responds to employee and retiree questions and complaints; interfaces with third-party administrators to resolve claims appeals and provides guidance in policy interpretation and plan documents; oversees member eligibility updates and monthly invoice preparation; communicates new and revised information to employees and carriers through various media; prepares and distributes quarterly benefit updates to employees; develops and conducts new employee orientation pertaining to benefits and retirement plans.
- Serves as subject matter expert to management with interpreting, implementing, administering, and enforcing the terms and conditions of collective bargaining agreements and meeting and conferring with bargaining unit representatives.
- Facilitates consultation to management and Board members on public sector labor relations and responsible for preparing management proposals, conducting cost analysis on contract proposals, working with management and employee organizations to resolve issues and solve problems, and providing advice to management on the application of the federal and state laws affecting the Labor Relations Program.
- Provides assistance with labor dispute processes, such as grievance and impasse procedures, and confers with management and legal staff on resolving unfair labor practice charges.
- Researches, analyzes, and recommends changes in benefit program design and contract provisions; conducts focus groups to exchange information on District benefits with representative groups of employees; performs cost/benefit analyses.
- Administers various other employee assistance programs including flexible spending accounts and wellness programs; researches additional wellness education resources and programs; makes recommendations to management staff for implementation.
- Interprets and communicates compensation and classification policies and procedures to management staff; provides guidance on matters concerning Federal and State wage and hour laws.
- Collects and analyzes competitive salary information; assesses the District's market position and develops recommendations; researches alternative reward strategies and recommends methods of compensation to improve/enhance the District's position.
- Maintains and manages the District's classification plan; evaluates new positions or changes to work assignments to determine appropriate classification, pay range, and FLSA status; as necessary, performs desk audits to confirm/clarify job content; prepares new or revised class specifications.
- 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; researches and proposes new programs and services related to area of assignment.

- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resources; researches emerging products and enhancements and their applicability to District needs.
- When assigned to programs and/or projects, provides leadership and guidance to others. As a program and/or project leader, may direct, assign, train, monitor and review the work activities of team members; determines work priorities, oversees quality and quantity of work performed and ensures adherence to established procedures by instructing employees accordingly; is a reference to employees by possessing specialized skills; develops and implements work improvements.
- Performs related duties as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, and techniques of human resources programs, such as recruitment and selection, equal employment opportunity, and affirmative action; employee and labor relations, including negotiations and the interpretation of laws, regulations, policies, and procedures; training and development; performance management; benefits administration; and/or job analysis and classification; compensation analysis and administration.
- Principles and applications of critical thinking and analysis.
- 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.
- Principles and procedures of record-keeping and reporting.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing guidance and training to less experienced staff.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

### **Ability to:**

- Perform work of a specialized nature requiring the ability to use independent judgment and personal initiative.
- Lead subordinate-level staff on programs and projects.
- Provide guidance and training to less experienced staff.
- Resolve conflict through supervision in establishing workable solutions and alternative approaches.
- Inspect the work of others and maintain established quality control standards.
- Demonstrate safe work practices and procedures in the workplace.
- Train others on proper work procedures and lead by example.
- Perform a variety of duties supporting assigned human resource programs.
- Apply critical thinking and analysis to a broad range of situations.
- Use critical thinking techniques in reaching independent decisions.
- 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.
- Communicate information and policy/program changes to employees.
- Provide management with guidance and counsel on matters having human resources impact.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations.

- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Use critical thinking techniques in determining problem resolutions.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- 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.
- 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.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Employment Standards:**

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

1. Possession of a bachelor's degree from a college or university which is accredited by the US Department of Education, with major coursework in human resources, psychology, business or public administration, or a related field; AND,
2. Three (3) years of increasingly responsible experience in human resource administration or analysis.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, or ability to obtain, a Professional Human Resources and/or Senior Professional Human Resources certificate is desired.

**Disaster Service Workers:**

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

**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, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas 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. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing 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 upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.