

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 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 duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory and/or managerial staff. Exercises no direct supervision of staff. May exercise functional and technical leadership in assigned workgroups or teams and coach and/or mentor less experienced staff.

CLASS CHARACTERISTICS

This classification is the fourth of five levels within the human resources job series. Positions at this level perform more difficult assignments, projects, analyses, and program administration assigned to classes within the series, requiring the use of considerable discretion and independent judgment in performing assigned work and full and thorough knowledge of the concepts, practices, procedures, and policies of human resources administration and OC San. Assignments are given with general guidelines, and positions are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. Responsibilities may include providing guidance on programs and/or projects and providing coaching and mentoring to lower-level staff. This class is distinguished from the Principal Human Resources Analyst in that the latter is solely responsible for developing, implementing, and administering the most complex human resources programs that have OC San wide impact, serving as an expert internal consultant, and providing functional and technical direction to human resources staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- 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.
- Develops, implements, and administers the succession management program; researches best practices and implements improvements to meet OC San needs.
- Serves as a subject matter expert in employee relations activities including administering grievances; researches, analyzes, prepares, and presents recommendations to management and executive

management; arranges for or conducts personnel workplace investigations; manages and monitors budget for and work of external investigators; responds to subpoenas and other requests; assists in responding to grievances and administering disciplinary actions; drafts disciplinary documents; conducts conflict resolution meetings as needed; negotiates settlement agreements with unions.

- Serves as a liaison and subject matter expert to management and staff in interpreting, implementing, administering, and enforcing the terms and conditions of collective bargaining agreements and human resources policies, procedures; meets and confers with bargaining unit representatives.
- Facilitates consultation to management and Board members on public sector labor relations and dispute processes and is responsible for preparing management proposals, conducting cost analysis on contract proposals, working with management, legal staff, and/or employee organizations to resolve unfair labor practices, issues, and problems, and providing advice to management on the application of the federal and state laws affecting the labor relations program.
- 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.
- Researches, performs cost/benefit analyses, and recommends changes in benefit program design and contract provisions; conducts focus groups to exchange information on OC San benefits with representative groups of employees.
- Administers various wellness programs including flexible spending accounts and employee assistance program; 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 OC San's market position and develops recommendations; researches alternative reward strategies and recommends methods of compensation to improve/enhance OC San's position.
- Maintains and manages OC San's classification plan; evaluates new positions or changes to work assignments to determine appropriate classification, pay range, and Fair Labor Standards Act (FLSA) status; as necessary, performs desk audits to confirm/clarify job content; prepares new or revised class specifications.
- Conducts advanced research assignments, gathers data, and prepares reports for consideration by management; researches and proposes new programs and services related to area of assignment; makes recommendations for the development and revision of human resources documents, procedures, and forms; assists in the development of policies, regulations, and procedures.
- 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 OC San needs.
- May lead more complex recruitment, testing, and selection efforts including developing recruitment plans, developing and posting job announcements, performing candidate sourcing, screening and assessing candidates, and providing guidance to managers on the selection of qualified candidates.
- May provide leadership for the development, coordination, and administration of OC San's training programs, including identifying training needs, developing training modules in response to needs and to specific employee performance and and/or disciplinary issues, and directing the administration of OC San's learning management system.
- May mentor and train other human resources staff.
- Ensures safety and health procedures and precautions are adhered to, corrects unsafe work conditions/practices, and/or reports unsafe work conditions/practices to assigned supervisory or managerial staff.
- Performs duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and techniques of human resources programs, such as recruitment and selection, equal employment opportunity, and affirmative action, training and development, performance management, benefits administration, job analysis and classification, and/or compensation analysis and administration.
- Principles, practices, and techniques of employee and labor relations including conducting negotiations and workplace investigations, grievances, and meet and confer and dispute processes.
- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Principles and applications of critical thinking and analysis.
- Research, analyses, mathematical and statistical calculations, and reporting methods, techniques, and procedures.
- Recent and on-going developments, current literature, and sources of information related to the operations of assigned human resources programs.
- Principles and procedures of record keeping and reporting.
- Techniques for providing guidance and training to less experienced staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of duties to develop and administer assigned human resource programs.
- Apply critical thinking and analysis to a broad range of situations to solve problems and make decisions.
- Conduct complex research projects on a wide variety of human resources topics, evaluate alternatives, make sound recommendations, and prepare effective 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 related to human resources programs.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solutions.
- Maintain a high level of integrity and confidentiality when dealing with sensitive human resources issues and personal information.
- Maintain accurate files and records.
- Provide direction to others in proper work procedures,
- Resolve conflict through supervision in establishing workable solutions and alternative approaches.
- Inspect the work of others and maintain established quality control standards.
- Understand, interpret, and apply, all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.
- Effectively use computer systems, software applications relevant to work performed and modern business equipment to perform a variety of work tasks.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective 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 OC San.

1. Bachelor's degree from a college or university accredited by the U.S. Department of Education, with major coursework in human resources, psychology, business or public administration, or a related field.
2. Three (3) years of work experience in human resource administration.

Licenses and/or Certifications:

None.

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

- Mobility to work in a standard office setting and use standard office equipment, including a computer; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL ELEMENTS

- 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.

OTHER REQUIREMENTS

- Probationary Period: All OC San employees, except classifications considered "at-will", are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve "at-will" and may be released from employment without cause or recourse to any appeal or grievance procedures.
- Pre-Employment: All employment offers are contingent upon successful completion of OC San's pre-employment process, which includes a background investigation, a physical examination, and a drug screen.

- **Work Location Assignment:** Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.