



## HUMAN RESOURCES ANALYST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general direction from the Director of Human Resources and Risk Management, performs a variety of professional level administrative, technical and analytical duties in support of the Town's Human Resource and Risk Management functions including recruitment, selection, classification, wage and salary administration, employee relations, Workers' Compensation, training and related functions; providing information and assistance to Town employees and the general public regarding human resources activities, policies and procedures; may supervise or provide lead direction clerk/administrative staff; and perform a variety of professional tasks in support of assigned area of responsibility.

### **REPRESENTATIVE DUTIES**

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

- Coordinate and implement recruitment and selection activities including job announcement development, application screening and evaluation, examination selection and development, testing and candidate certification.
- Conduct and implement classification, reclassification, and organizational studies; evaluate and determine appropriate classifications and structures; prepare written reports and recommendations; develop new and revise existing classification specifications.
- Participate in conducting wage, salary and benefit studies and surveys for the purpose of compensation administration; compile data and prepare written reports including recommendations for action.
- Assist in the overall management of the workers' compensation program; review initial workers' compensation claims and determine type of claim to be established; serve as liaison with injured workers, Town departments, attorneys, medical providers and investigators in the management of injured worker claims; work closely with insured employees and department managers regarding return to work issues.

- Provide consultation with employee relations issues; consult with managers and employees regarding the interpretation of personnel practices, policies, and procedures, including related laws and regulations; provide information and assistance to departmental personnel regarding employee evaluations, compose disciplinary action and other employee relations issues.
- Assist in the development and administration of intradepartmental training programs and activities; coordinate implementation of training programs with department heads.
- Conduct research, analyze data and prepare written and statistical reports and recommendations for a variety of human resource issues and topics; make oral presentations as required; update and revise written directives, rules and regulations and various handbooks as appropriate.
- Conduct new employee orientation and exit interviews; ensure proper applicant notification.
- Respond to public inquires in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of human resources administration.
- Attend Town Council meetings, as required.
- Perform related duties, as required.
- May supervise other Human Resources staff.

### **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **Knowledge of:**

- Operations, services, and activities of a human resources program.
- Principles, practices and procedures of human resources administration in the areas of employment, compensation and classification, workers' compensation, employee development, training and benefits administration.
- Resources to sustain current understanding of modern trends and legal issues in the field of human resource management.
- Employment and employee relations issues.
- Methods and techniques of research and analysis of personnel administrative and statistical data.
- Principles of municipal government, functions, and management.
- Basic labor relations, negotiation processes, and employment law.
- Workers' compensation and related contract principles and theories.

- Workers' compensation claims adjusting, investigation and administrative techniques necessary to participate in the management of claims from reporting of injury to settlement.
- Basic principles and procedures of record keeping.
- Business letter writing and report preparation.
- Principles and practices of customer service.
- Office procedures, methods, and equipment including computers and applicable software applications.
- Pertinent federal, state, and local laws, codes, and regulations.

**Ability to:**

- Perform professional personnel work with minimum supervision.
- Make independent decisions.
- Collect, compile and analyze information and data.
- Understand and analyze statistical information.
- Make complete and accurate analyses, reports, and recommendations in a variety of personnel areas.
- Work tactfully with and win confidence and cooperation of other departmental personnel, the public and outside agencies, and organizations.
- Understand and assess needs and strengths of others.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws and regulations.
- Prepare clear, concise, oral, and written reports both narrative and statistical.
- Formulate and conduct presentations to employees, supervisors and department managers.
- Plan and organize work to meet changing priorities and deadlines.
- Operate office equipment including computers and supporting work processing, spreadsheet and database applications.
- Respond tactfully, clearly, concisely and appropriately to inquiries from the public, Town staff, or other agencies on sensitive issues in areas of responsibility.
- Communicate and interact in situations requiring tact, instruction, persuasion, and counseling including conferences, group discussion, individual interviews, and negotiations.
- Demonstrate an awareness and appreciation of the cultural diversity of the community.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** – Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education/Training:**

A Bachelor's degree from an accredited college or university with major course work in human resources, public administration, business administration or a related field. Professional Human Resources certification is desirable.

**Experience:**

Three (3) years of increasingly responsible professional human resources administration experience. A Master's Degree in a related field may be substituted for one (1) year of required experience that provides a generalist background.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The following herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office environment with some travel from site to site.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach and twist; to lift, carry, push and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.