

Position: Human Resources Analyst (Confidential)

Grade: 21 (Confidential Salary Schedule)

### **Summary**

Under direction of the Director of Human Resources, performs a variety of advanced, paraprofessional level administrative, technical and analytical duties in support of the District's human resources functions. Those functions include, but are not limited to, recruitment and selection, reclassification, workers' compensation, leaves and absences, training and development, health and welfare benefits, and information management.

### **Distinguishing Career Features**

The Human Resources Analyst requires specialize knowledge of human resources operations to perform administrative, complex, technical and analytical duties in support of the District's human resources functions. This position provides a range of professional and operational support to employees and departments, and/or members of the general public in areas such as leaves, workers' compensation, employment, reclassifications, benefits, training, HRIS, or human resources administration. The Human Resources Analyst is distinguished from other human resource positions by its responsibility for providing professional level expertise in an assigned functional area within human resources.

### **Essential Duties and Responsibilities**

- Responsible for administering the leaves and absence programs for all Cerritos College employees from leave initiation through closure, including all appropriate communications and transactional updates related to the employee's HR record.
- Develops and sends applicable letters to employees detailing the status of their leave application and leave implications (i.e., pay, benefits, return to work, etc.)
- In consultation with the supervisor, coordinates and engages in the interactive process and accommodations as needed.
- Assesses and makes recommendations pertaining to return to work using physician documentation, departmental ability to comply with restrictions, and knowledge of the physical requirements of the existing job or alternate job.
- Maintains accurate records of employees on leaves, including keeping up with timelines and accurate communications.
- Assists in the coordination of worker's compensation programs according to established policy, rules, regulations, and collective bargaining agreements.
- Processes and provides timely notification and communication with employees and supervisors regarding worker's compensation claims as well as insurance carrier. Maintains records and assists employees to ensure effective use of benefits.
- Provides guidance to employees and managers in leave and workers' compensation policies, federal and state leave laws, and provisions covered under collective bargaining agreements.
- Documents all cases in the appropriate HR information management system.

- Works on problems of various scope where analysis of situations or data requires a review of identifiable factors; exercises judgment within defined procedures and practices to determine appropriate action.
- Creates and presents complex ad hoc data analyses and reports, as appropriate to the area of expertise; identifies errors and deficiencies and makes process improvement recommendations.
- Conducts training sessions in HR related operations and procedures. Develops and conducts or participates in specialized presentations and training, as appropriate, covering specific operational and/or technical HR related information.
- Represents the department District-wide; participates in/on a variety of committees, teams, and meetings as assigned; may serve as a liaison to external agencies
- Performs research and analysis related to a variety of HR projects, including employee-employer relations matters, negotiations and collective bargaining agreements.
- Performs confidential research related to human resources issues; compiles and evaluates data and makes recommendations to appropriate individual(s).
- Performs data extracts, generates reports, and compiles information in support of management.
- Performs a variety of complex and difficult administrative support duties.
- Assists in the development and modification of operating policies, guidelines, procedures, systems, and documentation, as appropriate to the development of best practices within the department.
- Provides information where independent judgment, discretion, professionalism, and knowledge of policies, procedures, rules, regulations, and collective bargaining agreements are necessary.
- Provides advice and direction on a wide range of HR matters within the scope of work.
- Provides administrative support to the Reclassification process; prepares written reports and makes recommendations.
- Conducts market studies as directed.
- May work with hiring managers during the recruitment and selection process to provide comprehensive consultative support to assure successful advertising and recruitment efforts including assessing the viability of applicant pools.
- May conduct reference checks of finalist candidates.
- Answers correspondence and inquires within the scope of work independently.
- Receives complaints and refers individuals to the proper organizational area for resolution.
- Initiates the review and analysis of information and makes recommendations on system and process changes.
- Assist HR management as directed.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Performs other related duties as assigned.

## **Qualifications**

### **Minimum Qualifications for Education and Experience**

Bachelor's degree from an accredited college or university with major course work in human resources, public administration, business administration, or a related field, and 4-5 years of

increasingly responsible human resource experience, including a minimum of one-year experience in leaves management, interactive process, and accommodations. Higher degree or certification in HR may substitute for years of experience. Sensitivity to, and understanding of, the diverse academic, socio-economic, cultural, ethnic and disability backgrounds of community college employees and students.

### **Desirable Qualifications**

- Experience in a labor environment that involves bargaining units.
- Public sector and/or higher education experience is highly desirable.
- PHR, SPHR, or SHRM certification.

### **Knowledge and Skills**

- Demonstrated knowledge of Human Resources practices and operations.
- Ability to plan, coordinate, and administer complex administrative systems and processes.
- Records maintenance skills.
- Strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituencies in a diverse community.
- Strong computer skills, to include database management, word processing, creating spreadsheets, e-mail, and the internet.
- Knowledge of conflict resolution and mediation skills.
- Use of a personal computer for word processing, tabulating data on spreadsheets, desktop publishing, web updates, accessing and entering data onto relational databases, verifying numerical and demographic information, and entering information onto established data entry screens.
- Human relations/interpersonal skills to convey technical concepts to others, to deal with sensitive and confidential information, to give instructions, and to facilitate discussions with individuals via face to face, telephone or email communication.
- Math to compute sums, averages, ratios, products, and quotients.
- Language, grammar, and writing skills to prepare professional correspondence.

### **Abilities**

- Demonstrated ability to perform and complete a high volume of work assignments with speed and accuracy, work cooperatively with others and meet the public and employees with a high-level of professionalism.
- Ability to maintain confidentiality at all times, handle personnel matters effectively, and handle employee and public personnel inquiries with sensitivity, tact and diplomacy.
- Ability to make administrative and procedural decisions and judgments on sensitive, confidential issues.
- Demonstrated proficiency in English usage, report writing and customer service techniques.
- Ability to apply a variety of laws, rules, policies and procedures related to human resources administration.
- Ability to establish and maintain cooperative-working relationships with those contacted during the course of work as well as experience working occasionally under pressure with tight deadlines.
- Proficiency in using mainframe information systems (such as human resources information systems, and budget and finance systems to generate requisitions), as well as knowledge and proficiency in the utilization of standard office productivity software programs (e.g., MS Word, Excel, Access, and PowerPoint), personal computers, and other standard office equipment.

**Physical Abilities**

The following required physical abilities may be met with or without reasonable accommodations.

- Function indoors in an office environment engaged in work of primarily a sedentary nature.
- Sit, often for long periods of time, and move to campus locations on an occasional basis.
- Use visual acuity to read printed materials and microcomputer screen.
- Use hearing and speech to carry on conversations in person and over the phone.
- Retrieve work materials.
- Use manual and finger dexterity to write and keyboard at an acceptable rate and operate computer, and other office equipment, almost constantly requiring repetitive motions.

**Licenses and Certificates**

May require a valid driver's license.

**Working Conditions**

Work is performed indoors where minimal safety considerations exist.

**Board Approved: 12/11/19**