



Human Resources Analyst

DEPARTMENT/DIVISION: Human Resources Analyst

GRADE: NR-8

GROUP: Non-Represented/Confidential

FLSA STATUS: Exempt

EFFECTIVE DATE: May 1, 2017

SUMMARY

An employee in this position works under the general direction of the Technology Services/Human Resources Manager providing administrative and project support for Human Resources. HR specialties cover program management of benefits and coordination and delivery of the employee trainings. Generalist duties require support of the comprehensive suite of HR responsibilities. The nature of the work performed requires independent judgment and initiative while maintaining effective working relationships with City Management, Department Heads, City personnel, consultants and the general public. Position provides professional and administrative support to the Human Resources Division by accomplishing tasks that are varied, complex, and of a highly confidential nature. Organized work habits are essential in the variety of tasks required daily such as computer word processing, public relations, researching and record-keeping abilities, which are performed at an independent level, with minimal supervision

EXAMPLE OF DUTIES (Duties may include but are not limited to)

Customer Service:

- Responds to questions and provides information through interpretation of policies and procedures and regulations to City staff, representatives of other agencies and the public.
- Designs and carries out specified programs in such areas as employee recognition, employee wellness, and resignation/retirement preparation; coordinates activities for employee events sponsored by Human Resources
- Performs tasks related to recruitment efforts including advertising, posting, receiving applications, arranging interview schedules, proctoring of exams and correspondence with applicants, interview applicants, send letters of rejection, offer letters, pre-employment requirements.
- Conducts exit interviews in coordination with the supervisor.

Administrative:

- Executes administrative HR functions such as processing mail, typing correspondence, answering phones, arranging travel, and processing invoices, tracking CDL random testing, and monitoring City's vaccination and respirator programs.
- Maintains personnel file, both electronic and manual, in compliance with applicable legal requirements, maintaining discretion and confidentiality while handling employee personal information, whether verbally, in writing, or while managing electronic data, in accordance with the City's Privacy Standards. Keeps records up-to-date by processing all changes in a timely fashion.
- Administers health and welfare plans including enrollments and terminations. Processes required documents through payroll and insurance providers to ensure accurate record keeping and proper deductions. Serves as the COBRA Administrator. Administers and tracks FMLA/OFLA.
- Coordinates benefit open enrollment process. Arranges for distribution of materials from carriers, assists with communicating changes to employees and arranges for on-site representation by providers, conducts employee presentations. Processes changes within deadlines.
- Conducts new employee orientations; initiates benefit paperwork for new enrollments, changes of status and termination of employment to ensure employees gain an understanding of benefit plans, enrollment provisions, City policies, and safety.
- Initiates Personnel Action Forms for pay and/or benefit adjustments, title/position changes and changes in employee personal data.
- Administers the City's Workers' Compensation and Unemployment Insurance, including overseeing claim submissions and follow-up contacts; reviewing and analyzing claim reports; developing and implementing return-to-work light duty assignments; pursuing subsidy reimbursements; maintaining records and files.
- Works with the Agent of Record to renew Workers Compensation, Health, and Life Insurance coverage, Flexible Spending Accounts, and supplemental insurance plans.
- Maintains Employee Handbook with updated policies and other pertinent information; writes, revises, edits and proofreads city policies & procedures and related documents as needed.

Specialist or Analyst:

- Performs recruitment activities, interviews, and evaluates candidates for select positions. Maintains records related to all recruitments. Performs outreach to community sources as needed.
- Supports the City's safety programs by maintaining OSHA Log records, inspection records and City-wide trainings including, but not limited to, programs such as Ergonomics, Hearing Conservation and Bloodborne Pathogens Plan. Coordinates the City's compulsory safety trainings related to Hearing Conservation, Bloodborne Pathogens, Workplace Violence, etc.

- Acts as the City's note taker in Labor Negotiation meetings. May, at the discretion of the Department Director, participate as a team member in Collective Bargaining contract negotiations.
- Participates in Human Resources projects by collecting and analyzing data, preparing written reports, correspondence and recommendations in areas as assigned from time to time, for example various annual report; classification and compensation surveys; benefits administration; safety; and employee wellness.

SUPERVISORY RESPONSIBILITIES

This is a non-Supervisory job. This employee may be expected to periodically give direction and assistance to temporary employees or student interns.

QUALIFICATION REQUIREMENTS

Education and/or experience:

Associates Degree (A.A.) in Human Resources, Business Management or related field with five years of professional experience in, human resources or similar business-related field using both administrative and analytical skills; or equivalent combination of education and experience. Bachelors' Degree Preferred. SHRM or IPMA certification preferred. Experience with Microsoft Office required. (Word, Excel, Access, PowerPoint).

License/certifications:

Valid Oregon driver's license.

PRE-EMPLOYMENT

Job offers for this position are contingent on the individual passing a pre-employment drug screen.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

Required: Basic principles and procedures of public human resources administration; basic function and structure of a public agency; computer applications related to the work; business arithmetic; standard office practices and procedures; payroll and personnel record keeping principles and practices; correct business English including spelling, grammar and punctuation.

Desired:

Worker's Compensation loss control concepts. Applicable Federal, State, and local laws, rules and regulations. Employee benefit programs. Insurance and liability loss control concepts.

Skill in:

Performing standard human resources support work without close supervision; dealing with the public in person and over the telephone; interpreting, applying and explaining applicable codes and regulations; maintaining accurate records and files; preparing clear and concise reports, correspondence and other written materials; using initiative and independent judgement within established procedural guidelines; organizing own work, setting priorities and meeting critical deadlines; contributing effectively to the accomplishment of department goals, objectives and activities; establishing and maintaining effective working relationships with those contacted in the course of work.

Interpreting and applying applicable Federal, state, and/or local laws rules, and regulations. Analyzing problems, and proposing solutions. Developing, interpreting, and implementing policies and procedures. Training employees on safe work practices.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stoop, kneel, or crouch.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

The duties of this position are normally performed in a well lit, temperature controlled office environment. Position frequently is required to do site visits and go into the field with employees.

The noise level in the work environment is usually quiet but occasionally is moderate to loud.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.