



# Snohomish County FIRE DISTRICT 7

Earning Trust Through Action

## Classification Description

<b>Job Title:</b> Human Resources Analyst	<b>Reports to:</b> Human Resources Director
<b>Former Job Title:</b> N/A	<b>Department/Division:</b> Human Resources
<b>Union:</b> No	<b>Bargaining Unit:</b> None
<b>Supervisory:</b> No	<b>FLSA:</b> Exempt
<b>Date Reviewed:</b> March 2019	<b>EEO:</b>

### Summary

Work is characterized by professional level analytical Human Resources duties associated with the development, implementation, administration and audit of policies, programs and procedures in accordance with applicable laws, collective bargaining agreements and established policies, procedures and guidelines. Incumbent performs a broad range of complex analytical and consultant duties in support of human resource functions. Functional areas of work include but are not limited to: Benefit Administration, Classification and Compensation, Employee Relations, Human Resources Information Systems (HRIS), Labor Relations, Organizational Development, Recruitment and Selection, Safety, and Workers' Compensation programs.

While actual duties will vary from time to time, the analyst is responsible for performing work in all areas. Incumbent is frequently required to perform work in confidence and under pressure of deadlines. Incumbent is frequently involved in highly sensitive and emotional interpersonal relations requiring skill in gaining trust and confidence from others.

### Distinguishing Characteristics

This is a professional level classification in which the incumbent is responsible for the development, implementation and administration of human resources programs and activities. Incumbent provides input relating to changes in policies, procedures and application of such procedures as it applies to District standards on a regular basis. New, unusual or unprecedented policy decisions are referred to the Human Resources Director for resolution.

### Essential Duties and Responsibilities

- Plan, develop, implement and evaluate Human Resources related programs, processes and procedures.
- Coordinate, manage and respond to day-to-day HR inquiries and needs of the organization.
- Work collaboratively with others to identify and meet customer and organizational needs and in a way that fosters and maintains the culture within the HR division which is reflective of the values of the organization.
- Ensure programs, processes and procedures are objective and comply with applicable laws, regulations, policies and contracts.
- Maintain absolute confidentiality of work-related issues, client records, and District information; enforces compliance with the confidentiality standards of applicable federal, state and local laws.

- Ensure accurate and consistent information and/or application of the District's policies, procedures and contracts.
- Troubleshoot and resolve customer issues as appropriate; review, research, interpret and recommend actions consistent with established policies and procedures.
- Research, evaluate, and identify available resources and strategies to meet customer needs.
- Compile information for various projects within assigned areas.
- Track and report performance measures in assigned work areas.
- As a technical expert, participate in providing feedback, guidance and training to develop/educate others.
- Review, analyze, prepare and maintain various items associated with assigned areas (e.g. timelines, strategies, documents, spreadsheets, memorandums, reports, minutes, manuals, guides, forms, fliers, letters, etc.).
- Represent the Human Resources Division on assigned committees and teams.
- Assist in the development of communication plans for various programs and policies.
- Work with others, across the organization, to determine best alternatives in the coordination and application of programs and law.

**While the duties listed below are not an exhaustive list, they are meant to illustrate the types of duties required in each of the functional areas:**

#### **Benefits Administration**

Administer and coordinate various benefits programs, including health and retirement: Administer various leave programs (e.g. FMLA, paid sick leave, leave of absences, military leave, etc.); Provide customer service and serve as an intermediary for employees with benefit providers in highly sensitive or unusual circumstances; Schedule, plan and coordinate District-wide benefit program events and/or functions. Administer early retirement medical benefit program.

#### **Classification and Compensation**

Conduct job audits and analyses for purposes of reclassification or new positions; Provide responses to inquiries related to compensation such as external compensation surveys; Research, analyze, compose and update classification descriptions; Participate in market analyses/studies as assigned.

#### **Employee Relations**

Provide options, guidance and education regarding Human Resources issues to employees at all levels of the organization as assigned; Participate and/or conduct in investigation, mediation, counseling and/or discipline processes as assigned.

#### **HRIS and Employee Records**

Responsible for the documentation/official records pertaining to the HR functional areas (e.g. personnel files, COBRA Administration, internal/external recruitments and promotional testing, backgrounds, pre-employment physicals, employee investigations, grievances, I-9 files, employee records into the HRIS system, etc.), Run and/or create business reports for analyses and formulate recommendations on a variety of issues; Maintain the content of Human Resources Division's website and intranet pages.

#### **Labor Relations**

Provide guidance and ensure consistent application and communication of Collective Bargaining Agreements as well as policies and procedures. Under the direction of the lead negotiator, attends labor negotiation meetings, identifies negotiation action items and composes labor agreement language and memos of understanding. Provides research, benchmarking, note taking

and data gathering as needed to support labor relations. Prepare materials and information for grievance processes, mediations, and arbitrations.

### **Organizational Development**

Research, prepare/compose, coordinate HR training programs and materials; Maintain attendance records; Manage/facilitate HR training opportunities; Evaluate HR training feedback and suggest changes. Provide support, research, analysis and recommendations on various special projects (e.g. organizational structure, engagement, organizational culture, succession planning, performance evaluation/management, etc.)

### **Recruitment and Selection**

Develop recruitments and promotional processes to meet customers' needs (needs analysis, advertising plan, selection tools and methods, timeline, etc.); Develop and compose recruitment related documents (position announcements, fliers, ads, letters for outreach/advertising, screening criteria, performance dimensions, interview questions, skills assessments, scenarios, written exercises and assessment style exercises, etc.); Ensure compliance with employment law and regulations.

### **Safety and Workers' Compensation**

Track and coordinate all injuries (on and off duty) and ensure all processes and procedures are adhered to. Act as liaison for the District with internal officers and outside contacts and vendors as assigned (e.g. health and safety officer, drug and alcohol testing vendor, claims vendor, L&I, etc.).

## **Qualifications**

### • Knowledge of and Skills in

- Applicable federal, state and local employment laws and regulations, and public sector employment policies and procedures in assigned functional areas
- Effective use of strong interpersonal skills in a tactful, patient and respectful manner
- Analysis techniques and principles
- Data collection techniques
- Quantitative methods related to organizational research
- Analysis and development of policies and procedures
- Research and interpretation of contracts, policies, regulations and laws;
- Effective working relationships with employees, other agencies and the public
- Management and resolution of sensitive personnel matters
- Presentations and public speaking
- Standard office practices, processes, procedures and business etiquette as defined by the organization's culture

### • Abilities

- Build trust and confidence through informal and formal interactions and communications to lead and educate others in HR related areas
- Maintain and provide confidentiality of private and/or sensitive information
- Provide excellent customer service
- Demonstrate commitment to the District's Values
- Stay current with changes to law and/or legislation
- Provide technical expertise
- Work independently under general supervision
- Work collaboratively with internal and external individuals/agencies

- Prioritize work and manage time
- Communicate clearly and persuasively, both verbally and in writing
- Establish and maintain collaborative and effective working relationships with co-workers, legal staff, chief officers and elected commissioners
- Present and defend analytical work and recommendations
- Use personal computer, related software programs and web-based applications
- Prepare spreadsheets and other analytical tools for modeling, costing, and statistical analysis; write reports/memorandums/policies/procedures, etc.

- Physical Abilities and Working Conditions

Work is predominately performed indoors in an office environment. Work requires movement to other locations for meetings and may be required to attend evening meetings. The work requires sitting, talking and hearing; frequently requires the use of hands-to-fingers, handling writing instruments, computers and office supplies which require repetitive arm wrist and hand movement. Occasionally, requires standing and reaching with arms and hands, climbing, stooping, kneeling, bending or crawling. May require occasional lifting not to exceed 30 pounds.

- Education and Experience

- Bachelor's degree in Human Resources, Public Administration, Business, Finance, or related field;
- Three (3) or more years of directly related human resources experience; or
- Any combination of education and experience that provides the desired knowledge, skills and abilities to perform the essential duties of the position

- Licenses and Certificates

- Valid Washington State Driver's License

*This class description describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, and skills required of the job.*