

HUMAN RESOURCES/RISK MANAGEMENT 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.

DEFINITION

To perform a wide variety of responsible administrative and analytical support duties in a variety of program areas including recruitment and selection; classification and compensation; employee benefits; organizational development and training; and risk management. To conduct studies and research programs; to participate in special projects and assigned programs; to prepare a variety of financial and statistical reports; to ensure work quality and adherence to established policies and procedures; and to perform analytical and administrative tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

This is the full journey “generalist” level class within the Human Resources series. Employees within this class perform the full range of duties assigned, and possess professional level expertise in multiple functional areas of Human Resources. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Human Resources Specialist by the difficulty and complexity of work assignments assigned to the higher level Analyst class, and by the routine and transactional nature of work assigned at the Specialist level. Positions assigned to the Analyst level are further distinguished by the responsibility for performing work involving research, analysis, policy development, and preparation of sound recommendations. This class is also distinguished from the Senior Human Resources Analyst in that the latter is an advanced lead level with responsibility for multiple functional areas of Human Resources, and performs the most complex duties and responsibilities assigned to classes within the series. The work frequently requires attending meetings, coordination with other departments, and conducting training. Assigned duties and responsibilities will require work to be performed during and outside of normal office hours, weekends, and holidays.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher level management staff.

May exercise lead direction over Human Resources Specialists and clerical staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following [duties may vary depending on area(s) of assignment]:*

Essential Functions:

1. Participate in implementing a variety of human resource programs and activities, including recruitment and selection; classification and compensation; employee benefits; organizational development and training; labor and employee relations; and risk management.
2. Conduct research, analyze data, and prepare written and statistical reports for a variety of human resources administrative, operational and policy issues; analyze alternatives and make recommendations; discuss findings with management staff, and prepare reports of study conclusions; oversee and assist in the implementation of recommendations.

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3. Provide guidance to operating departments on a variety of human resources issues; consult with managers and employees regarding the interpretation and application of practices, policies, and procedures including related laws and regulations.
4. Update and revise policies, procedures, and regulations and various handbooks as appropriate; facilitate training on a variety of human resources policies, programs, and topics; develop training content and present to inter/intradepartmental audiences.
5. Provide difficult and complex staff assistance to management staff; participate on, and provide staff support to, a variety of committees and boards; prepare and present staff reports and other correspondence as appropriate and necessary.
6. Prepare and administer requests for proposals for a variety of human resources related consulting services; draft correspondence, reports, and related documentation; develop criteria to evaluate vendor proposals and participate in the vendor selection process; submit staff reports required for Council approval; administer approved contracts.
7. Monitor State and Federal legislative changes on employment related laws and regulations; initiate recommendations and develop policies and procedures which are compliant with any changes in law.
8. Plan, develop, coordinate, and facilitate citywide training programs; conduct needs assessments to identify citywide and department-specific training needs; design and prepare a variety of course curriculum and materials; conduct formal training sessions and act as course instructor; design, prepare and conduct course evaluation rating instruments; assess training effectiveness and modify training programs as needed.
9. Conduct small group or one-on-one training interventions; meet with management to identify training and development needs and/or skill deficiencies within a work group; facilitate intervention meetings, team building, and problem solving exercises; conduct feedback sessions with managers, supervisors, and employees.
10. Coordinate training events including program content, event activities, speakers, refreshments, meals, travel, audio-visual equipment, and room set-up; review and recommend payment for training/development related invoices; negotiate credits as appropriate.
11. Publicize training courses and seminars; prepare promotional materials including course catalogs, articles, and flyers.
12. Participate in the coordination of a variety of benefits programs and services, including medical, dental, vision, life, voluntary insurance plans, disability, leaves, and retirement plans offered through a variety of carriers, providers and third-party administrators; prepare and reconcile billing to various benefits vendors; evaluate program effectiveness and recommend changes; revise and edit benefits plan documents to incorporate legislative changes to ensure compliance with relevant codes and regulations.
13. Participate in the administration of the City's deferred compensation plans; manage activities of the City's deferred compensation committee and coordinate various plans with plan administrators; promote voluntary program participation and oversee development of marketing materials; counsel employees on retirement programs and options.
14. Participate in the planning and implementation of open enrollment; develop and distribute benefits plan descriptions, promotional materials and notices in compliance with legal and regulatory requirements; explain, interpret, and counsel employees regarding employee benefit plan coverage, eligibility for

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- benefits, and claims procedures.
15. Participate in the coordination of the City's annual health and benefits fair; arrange for carrier and vendor participation; meet with insurance providers; prepare communication materials; make logistical arrangements with other department and City staff; oversee activities during the benefits fair.
 16. Conduct new employee orientations and facilitate employee exit interviews.
 17. Plan, design, and develop recruitment and selection materials and examinations; develop recruitment outreach and promotional materials; screen applications; score and analyze results of written, oral and performance examinations; coordinate with department management and hiring managers throughout the process; provide job offers.
 18. Develop test administration and evaluation criteria; review and validate tests; administer selection testing and interviewing activities; develop and administer assessment centers.
 19. Participate in employment outreach activities including representing the City at job fairs and other events; develop innovative approaches to recruitment marketing; collaborate with operating departments to respond to requests and inquiries regarding employment opportunities with the City.
 20. Coordinate the screening of new employees as related to reference checking, criminal history, pre-employment physicals and testing, and evaluation of insurability for the operation of City vehicles and equipment; make recommendations regarding hiring of applicants in compliance with the American Disabilities Act; facilitate and document required interactive processes for accommodation requests.
 21. Respond to a variety of surveys including, including benefits and operational studies; evaluate changes to bargaining unit memoranda of understanding for changes to benefits and human resources procedures.
 22. Assist departments in establishing loss prevention programs and procedures; perform or assist in the conduct of work site inspections and the review of operation procedures for compliance with safety regulations; report unsafe conditions and assist the Human Resources Risk Manager in taking corrective actions; coordinate the City's drug testing program.
 23. Monitor cases and coordinate closely with injured employee's department to resolve issues of return to work, determination of permanent disability, and/or refilling positions when employee cannot return to work; contact physicians as needed to obtain clarification of restrictions relative to temporary medications and/or permanent accommodations; arrange fitness for duty evaluations as required.
 24. Review, track, and maintain records of contractor's certificate(s) of insurance on behalf of applicable City departments for compliance with City requirements.
 25. Gather data for preparation of insurance applications and assist Human Resources Risk Manager with renewals of property and liability insurance; monitors loss runs and analyzes information.
 26. Coordinate with third party administrator to expedite claim processing; conduct onsite visits to claim sites; take photographs and prepare diagrams or reports as required.
 27. Participate in tracking safety initiatives and programs such as Department Motor Vehicle (DMV) pull notices; coordinate OSHA record keeping program activities.

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28. Attend meetings and conferences; participate in, and lead discussions relating to Risk Management activities; participate in and maintains records of the City-wide safety committee including preparing agendas and minutes.
29. May participate in the development and monitoring of assigned budget; monitor expenditures and program revenues.
30. Coordinate assigned activities with other departments, outside agencies and service providers.
31. Assign, monitor and review the work of technical and clerical staff involved in personnel functions.
32. Respond to public inquiries in a courteous manner; provide information within area of assignment; resolve complaints in an efficient and timely manner.
33. Attend and participate in professional group meetings; maintain awareness of new trends and developments in public sector human resources; incorporate new developments as appropriate into programs.
34. Provide professional staff assistance to the Director of Human Resources and Risk Management, and other management staff.
35. Perform related duties as required.

QUALIFICATIONS

Knowledge of:

- Operations and functions of municipal government.
- Operations and activities of a human resources programs and services.
- Recruitment and selection, classification and compensation, benefits administration, training and development, employee and labor relations, risk management, and related functions in a public sector environment.
- Modern trends and legal issues in the field of human resource management.
- Applicable Federal and State benefits and employment laws and regulations.
- Methods and techniques of research and analysis of personnel administration and statistical measurements.
- Adult learning theory and practices; instructional design and curriculum development; needs assessment and course evaluation techniques.
- Organizational development intervention strategies and evaluation techniques; and facilitation techniques.
- Principles and practices of budget development and administration.
- 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.

Ability to:

- Perform professional, technical and analytical human resources administration work.
- Make independent decisions.

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- Collect, compile, and analyze information and data.
- 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.
- Plan, develop and facilitate a variety of development programs, courses, and seminars.
- Present training programs and classes.
- Prepare clear, concise and accurate reports, memoranda, and related written communications.
- Support City departments with coaching, consulting and development interventions.
- Understand the organization and operation of the City and outside agencies as related to the personnel function.
- Effectively use job advertising sources, methods, and techniques.
- Respond to personnel related requests and inquiries from City employees and the general public.
- Plan and organize work to meet changing priorities and deadlines.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Use applicant tracking software.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three (3) years of increasingly responsible professional human resources administration experience, including technical experience in multiple functions.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in Human Resources, Public Administration, Business Administration, Organizational/Industrial Psychology, or a related field.

Licenses and Certifications

Possession of a State of California driver's license and the ability to maintain insurability under the City's vehicle insurance program.

WORKING CONDITIONS

The work environment characteristics and physical/mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environmental Conditions:

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

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Incumbents will be exposed to outdoor environmental elements on a limited basis.

Physical Demands:

Must possess mobility to work in a standard office setting including use of standard office equipment, including a computer; to operate a motor vehicle; to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Must be able to sit for prolonged periods of time. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Mental Demands:

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.

Revised 2/5/2020