



## HUMAN RESOURCES ANALYST I/II

### City of Milpitas

Effective: 07/01/2010  
Revised: 07/01/2016  
EEOC: Professional  
FLSA: Exempt  
Unit: Mid-Mgmt/  
Confidential  
Physical: 1

### DEFINITION

Under the general supervision of the Human Resources Director or designee, the Human Resources Analyst I/II performs professional human resources administrative and analytical assignments in a variety of program areas, including: recruitment and selection, classification and compensation, workflow and staffing, benefits administration, employee development and training, employee relations, systems development, program management, policy and procedure development, and special programs; delivers Human Resources services to internal and external customers; and provides staff support in the administration and implementation of City Human Resources programs and policies, as assigned.

Incumbents may be assigned to either a specific or a generalist assignment with responsibility for dealing with a wide array of analytical staff assignments. Incumbents are expected to be capable of performing a variety of Human Resources related management analysis techniques and procedures.

### DISTINGUISHING CHARACTERISTICS

**Human Resources Analyst I:** This is the entry-level class in the Human Resources Analyst Series. This class is distinguished from the Human Resources Analyst II class by the performance of routine duties. This class is typically used as a training class in which incumbents have a four-year degree and limited work-related experience. Incumbents work under immediate supervision of a Human Resources Analyst II, Senior Human Resources Analyst, or other supervisor while learning job tasks.

**Human Resources Analyst II:** This is the full journey level class in the Human Resources Analyst series. This class is distinguished from the Human Resources Analyst I class in that incumbents are able to perform the full range of duties, as assigned, independently with only occasional instruction or assistance as new or unusual situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

### SUPERVISION RECEIVED AND EXERCISED

**Human Resources Analyst I:** Receives direct supervision from the Human Resources Director or higher-level Analyst. Exercises no supervision.

**Human Resources Analyst II:** Receives general supervision from the Human Resources Director or other supervisor as assigned. May exercise supervision over assigned clerical or technical personnel.

**EXAMPLES OF DUTIES** - Duties may include, but are not limited to, the following:

- Provide advice, interpretation and counsel to managers, supervisors and employees on Human Resources policies and procedures, and assure compliance with governing board policies, legislation, and Memoranda of Understanding (MOUs).
- Conduct surveys and perform research and statistical analyses as requested; prepare summary reports; make recommendations based on collected data.
- Conduct job analyses and position classification studies; prepare and revise job specifications.
- Prepare recruitment plans, job announcements and advertising strategies; review and evaluate applications and determine applicant qualifications; provide information to applicants and the general public concerning employment opportunities and examination procedures; supervise and participate in the scheduling and administration of examination, preparation of examination materials, scoring and establishment of eligibility lists; certify eligibility lists to departments.
- Assist in formulating Human Resources policies, goals and procedures; collect and compile relevant data supporting recommendations; develop new program elements and program modifications to meet goals and objectives of assigned program.
- Assist in the administration or management of employee benefit programs; monitor compliance and make recommendations based on cost effectiveness and benefit optimizations.
- Advise employees on matters related to employment, promotion, retirement, benefits, and classification and compensation.
- Prepare written memos, letters, reports, newsletters, and policies for effective communication with internal and external customers.
- Monitor and coordinate the daily operation of assigned program area; perform administrative detail work and maintain appropriate records and statistics; monitor progress and evaluate assigned City programs.
- Develop and analyze quantitative data for management evaluation purposes; make verbal presentations of study findings/recommendations to department and City management and commissions, as the assignment requires.
- Plan, research, and complete Human Resources related projects; coordinate programs (e.g., new employee orientation, employee recognition, internships, etc.) and special events.
- Administer programs for the City, such as the tuition reimbursement program, transportation and commute reduction incentive program, and volunteer management program; compile and analyze data to make recommendations for improvement.
- Coordinate and/or deliver training sessions and classes on human resources topics for City employees; develop and analyze training surveys.
- Perform audits and analysis in areas such as: programs, contracts, budgets and internal processes; propose recommendations to improve or modify existing policies.

- Participate in special projects, as assigned.
- Perform related duties, as assigned.

## **QUALIFICATIONS**

### **Human Resources Analyst I**

#### **Knowledge of:**

- Principles of local government organization and administration.
- Statistical concepts and methods.
- Communications techniques required for gathering, evaluating, and transmitting information.
- Human Resources management, principles, procedures, practices.
- Human Resources Information Systems (HRIS) and computer software programs.
- Standard office equipment, including a computer, copier, facsimile machine.

#### **Ability to:**

- Learn applicable procedures, rules, laws, and policies.
- Communicate effectively, orally and in writing, using proper grammar and spelling.
- Collect, compile, analyze, evaluate, interpret and present a variety of data and information.
- Use and manage automated information systems, such as word processing and spreadsheets.
- Demonstrate strong attention to detail.
- Prepare reports supporting recommendations.
- Establish and maintain effective working relationships with employees at all levels and departments of the organization and the general public.
- Function effectively in stressful and/or confrontational situations.
- Initiate, plan, and complete work assignments with a minimum amount of supervision.
- Handle sensitive and confidential matters with discretion.
- Multi-task, remain flexible to priority changes.

**Human Resources Analyst II:** In addition to the qualifications required for the Human Resources Analyst I:

#### **Knowledge of:**

- Applicable federal and state laws and regulations.
- Fundamental principles and practices of public administration.
- Principles and practices of budgetary analysis.
- Report writing techniques and spreadsheet development and analysis techniques.
- Principles and practices of public human resources administration, including recruitment, selection, employee benefits, workers' compensation, labor relations.

#### **Ability to:**

- Apply and interpret procedures, rules, laws, and policies.

- Analyze complex data and make sound, well-structured recommendations.
- Propose recommendations or ideas to improve existing City policies and procedures.
- Organize, coordinate, and supervise special City-wide events.
- Investigate, research, and respond to complaints, issues raised by the public or employees, or requests for information.

**EDUCATION AND EXPERIENCE**

**Human Resources Analyst I/II:** Bachelor's degree from an accredited college or university with major coursework in human resources administration, public administration, business administration or a closely related field.

**Human Resources Analyst II:** Two years of technical or professional level human resources experience and lead or supervisory experience.

**LICENSE OR CERTIFICATE**

Possession and maintenance of a valid California Driver's License may be required.

**SPECIAL REQUIREMENTS:**

*Essential duties require the following physical abilities and work environment.*

Ability to work in a standard office environment; able to sit or stand for extended periods of time; able to travel to various locations within and outside the City of Milpitas.

Approved by:

\_\_\_\_\_  
City Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Director

\_\_\_\_\_  
Date