

Sonoma County Office of Education – Job Description

Classified

HUMAN RESOURCES ANALYST

Definition:

The Human Resources Analyst may be assigned and/or specialized in several areas, such as recruitment, employment practices, information management, employee classification and compensation; and/or all areas of comprehensive employee benefit and leave programs. The Human Resources Analyst applies technical expertise and is an important link to personnel transactions, employee records, payroll, position control, employee health benefits, the administration of all leave benefits, including Workers' Compensation, and statistical and demographic reporting and analysis.

Distinguishing Characteristics:

The Human Resources Analyst shall be assigned duties in one of two areas: hiring/selection or benefits/leaves. Performs a variety of technical duties to administer, and maintain the human resources information and hiring system. Ensures hiring practices are effective and efficient and all personnel transactions are entered into the system and recorded to personnel files correctly. Serves as a liaison between human resources, payroll, position control, information technology, and various departments. Performs a variety of complex technical and program coordination duties in connection with administration of the SCOE employee benefits plans and employee leaves, including Workers' Compensation. Serves as SCOE coordinator for health and welfare insurance, life insurance, retirement, disability, paid and non-paid leave programs, and post-employment programs such as COBRA. Serves as a liaison between human resources, payroll, position control, information technology, various departments, and insurance carriers and employees, on all matters pertaining to leaves.

Supervision Exercised and Received:

This position reports to the Assistant Superintendent of Human Resources and serves under limited supervision, subject to organizational and program policies and procedures.

Examples of Duties and Responsibilities:

Duties and responsibilities may include, but are not limited to, the following:

Hiring/Selection

- Ensures recruitment efforts are consistent, effective and efficient and follow established SCOE practices
- Issues notices of employment and processes new employees, orienting them to SCOE policies, procedures, compensation, and benefits.
- Places employees on the appropriate salary range when newly hired, promoted, or reclassified. Computes additional pay and premiums.
- Receives, verifies, and enters personnel transaction information onto an automated human resources information system. Records changes in work hours, classification and pay, job assignment, group benefits, retirement, critical seniority dates, and demographic information. Sets up new employees onto the system.
- Provides information to staff in the following areas: compensation, classification, and employee demographics.
- Explains labor contract provisions, merit system rules, and education codes, and laws that apply to personnel.
- Answers inquiries from employees on a variety of human resource topics.
- Provides information on the County Office's substitute services;
- Maintains an efficient system for personnel records including control and storage of documents and files, conversion of files to support computer-aided retrieval, and day-to-day record maintenance. Periodically reviews records for completeness and compliance according to established checklists.
- Participates in projects designed to improve efficiency in accessing human resources information and records.
- Enters information that supports position control. Verifies that information for each employee matches a position control number.
- May guide and assist human resources personnel at school districts within the county on an as-needed basis.
- Performs other duties as required to accomplish the objectives of the position.

Benefits/Leaves

- Collects enrollments, terminations, and change information for maintenance of employee and dependent benefits. Enters data to an established human resources information system.

- Updates data tables in the human resource information system to reflect current rates and plans. Coordinates benefits activities with payroll to ensure proper deductions and additions to employee pay.
- Counsels enrolled members on effective use of benefit programs. Explains benefit plan provisions and alternatives, including employer/employee cost distribution.
- Organizes and participates in annual open enrollment for medical and voluntary life benefits. Processes changes to employees' benefit coverage.
- Maintains provider relations. Acts as SCOE liaison with insurance carriers. Periodically obtains rate and service level information from providers to support decisions about coverage, cost, and plan changes.
- Provides information on personnel policies, rules and regulations relating to benefits. Serves as contact person for SCOE staff and retirees concerning benefits. Updates informational systems and pamphlets and other materials as needed.
- Provides information concerning benefits to HR staff for inclusion in recruiting, pre-employment interviews, and new-employee orientation.
- Monitors and coordinates workers' compensation claims; administer daily operations of the workers' compensation program for employees, volunteers, and student workers who experience job-related injuries and illnesses.
- Analyzes circumstances of claims, injury records, and work status reports; and document injuries.
- Assists SCOE supervisors in the preparation of accident reporting; receive and review employee injury reports; contact and interview administrators, supervisors and employees to obtain needed information; work with outside investigators and supply appropriate information.
- Assists departments in requesting ergonomic evaluations for classrooms and workstations from ergonomic consultants.
- Maintains classroom/workstation evaluation records and monitors implementation of recommended or suggested items.
- Maintains statistical files, charts and other information relative to SCOE benefit programs, including Workers' Compensation.
- Compiles reports for SCOE administration, federal, state, local and private agencies.
- Administers leaves, paid or unpaid; workers' compensation, FMLA/CFRA, etc. for all employees, and monitors all employees on current leave.
- Provides information and assistance to SCOE employees and administration, regarding the interpretation of all aspects of SCOE's leave programs, including workers' compensation.
- Completes, processes, and maintains required confidential documents related to benefits and leaves, including workers' compensation.
- May attend and participate in interactive meetings; and prepares follow-up correspondence in regards to interactive meeting proceedings.
- Responds to information requests from insurance carriers in a timely manner.
- Assures compliance with applicable laws, codes, rules, regulations; maintains professional development through attendance of trainings on benefits, leaves, workers' compensation, interactive process, etc.
- Provides support to, and participates in, health and safety committee proceedings. Briefs members on workers' compensation claims; and injury prevention, safety award, and wellness programs.
- Updates information provided to employees pertaining to benefits and leaves; and updates SCOE website accordingly.
- May guide and assist human resources personnel at school districts within the county on an as-needed basis.
- Performs other duties as required to accomplish the objectives of the position.

Employment Standards:

Knowledge of:

- Working knowledge of job controls and payroll accounting and procedures.
- Technical knowledge of generally accepted personnel management practices, fair employment practices, and laws regarding leaves and benefits.
- In-depth working knowledge of the provisions of employee benefit plans including health and welfare plans, life and accident insurance, retirement, capital accumulation plans, and paid and non-paid leave plans, and Workers' Compensation.
- When assigned to coordinate substitute assignment system, requires basic knowledge of credential requirements for substitute teachers.
- In-depth knowledge of human resources information systems.

- In-depth knowledge of personnel policies and procedures, including collective bargaining agreements, merit system rules, and fair employment practices and laws.
- Creating databases/spreadsheets, verifying information, and entering information onto established data entry screens.
- Computation of sums, quotients, fractions, percents, ratios, and other complex calculations.
- Thorough knowledge of proper English usage, grammar, spelling, punctuation, and proofreading/editing to prepare reports, program communications, and professional correspondence.
- Sufficient human relations skills to effectively communicate technical and complex concepts to others having varying levels of understanding, deal with sensitive and complex issues, and convey a positive, service-oriented image of the department.
- Safe work practices

Ability to:

- Perform all of the relevant duties of the position with limited supervision.
- Interpret, apply, and explain all health insurance benefits and leave programs, including Workers' Compensation, to employees.
- Organize and maintain confidential records in a manner that ensures ready access and compliance with legal requirement on records retention.
- Operate computers, printers, and software including position control, personnel and payroll systems, leave tracking, word processing, databases, and spreadsheets.
- Learn and use databases utilized by the organization to process information and produce reports.
- Keyboard to perform data entry onto pre-formatted screens and to compose correspondence at an acceptable rate of speed.
- Analyze technical problems and develop and apply appropriate solutions within clearly defined guidelines.
- Read, understand, interpret, explain, and apply information from policies and procedures; labor contracts; merit system rules; and federal, state, and local laws and regulations.
- Compose correspondence regarding sensitive and complex issues in a professional manner.
- Develop and write detailed procedures and forms.
- Communicate effectively both orally and in writing.
- Handle complex and confidential situations with tact and sensitivity.
- Remain calm in stressful situations, listen to complaints and concerns, and resolve issues or refer situations to the appropriate person.
- Maintain confidential and sensitive information. This includes determination of access to, and release of, confidential benefits information.
- Prioritize work in order to meet multiple, recurring deadlines and maintain schedules.
- Work effectively as part of a team devoted to customer service.

Computer Skills:

- Intermediate Word Processing and Desktop Publishing skills, such as the ability to format, save files for cross-platform use and in different versions, work with toolbars, menus, and rulers, insert graphics, use borders, and print labels and envelopes.
- Intermediate Database skills, such as the ability to sort and retrieve records; create layouts and reports, create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records.
- Intermediate spreadsheet skills, including the ability to open, modify, save, and print a new or existing spreadsheet, and enter text and numbers.
- Intermediate email and Internet usage, including the ability to access and navigate information systems.

Education and Experience:

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

Education:

- A high school diploma or equivalent and at least one year of higher education in business, human resources, risk management, or related field.
- An AA degree or higher in a relative discipline is highly desirable.

Experience:

- Two (2) years of experience in a human resources, risk management, or business environment.

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 this job.

- The position requires ordinary ambulatory ability to retrieve work materials, intermittent walking, standing, stooping, and carrying and lifting of light-to-medium weight materials (under 30 pounds).
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key, and other common office equipment.
- Requires speaking and hearing ability sufficient to hear over phone and carry on complex conversations.
- Visual acuity sufficient to read manuals, video display screens, and other related material and work at a computer screen frequently and throughout the day.

Work Environment:

The following conditions may be present:

- Work is performed in a busy, sometimes noisy, office environment.
- Positions in this classification work indoors and sit for long periods of time.
- The position requires daily oral communication in person, on the telephone, and frequent email and messaging communication systems.

Other Requirements:

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by SCOE, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance, and possible participation in the DMV Pull Notice Program once employed.

Other:

Revised: January 27, 2020
FLSA Status: Non-exempt
Bargaining Unit: SEIU
Approved by: Personnel Commission