



CLASS SPECIFICATION FOR:

## Human Resources Analyst III

### General Statement of Duties:

Performs complex professional work involving a variety of specialized assignments in human resources administration to support assigned functional areas and divisions; ensures compliance and adherence to applicable policies, procedures, guidelines and regulations related to the areas of responsibility; provides guidance and support on matters of policy, procedures and regulations to all levels of County employees; does related work as required.

### Distinguishing Features of Class:

This is the third of four levels. Each level is distinguished by the following characteristics: depth and breadth of functional and technical knowledge and experience; ability to independently and appropriately apply concepts in situations that require analysis, judgment and discretion; level of autonomy exercised in completing assignments and making informed decisions and recommendations; complexity and quality of work assignments, projects and work produced; and role within the assigned functional areas/divisions. Incumbents in this job classification administers established programs, services, processes and/or operations independently; ensures delivery of services as well as compliance and adherence to applicable policies, procedures, guidelines and regulations; routinely uses in-depth knowledge and independent judgment in planning work, making interpretations and decisions and analyzing outcomes and other data; handles complex or unusual situations independently giving the appropriate notification of incident and resolution to supervisor or appropriate person. Receives general supervision.

### Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Provides professional and technical advice, subject matter expertise and problem solving services to customers of assigned functional areas and divisions;
- Investigates, assesses, analyzes situations and resolves disputes, problems, and issues of an unusual, complex, sensitive or confidential nature by applying thorough in-depth knowledge of assigned functional areas/divisions' applicable practices, policies and regulations for customers of assigned functional areas or divisions;
- Serves as a expert resource providing technical advice, interpretation, assistance and counseling to County Departments, employees and other users on technology, personnel issues, policy/procedures issues and other matters relevant to assigned functional areas/divisions;
- Administers assigned programs, services and processes with responsibilities for training, communications, approvals/denials, testing, auditing, assessments, tracking, reporting, follow-ups as needed, etc;
- Handles assignments and responsibilities for multiple business segments within the assigned division or for multiple divisions within the department;
- Coordinates a major program, function or service for assigned functional area/division;
- Manages a caseload in one or more specialized areas including advising employees and managers at all levels;
- Coordinates logistics as needed to accomplish assigned tasks and projects;
- Works with outside vendors and appropriate internal and/or external technology liaisons to apply system solutions to resolve issues, upgrade or implement new services, and develop related communications and training materials;
- Plans, develops and gives presentations on various topics, including recognizing the need for revisions, recommending changes for approval and implementing approved changes;
- Assists in or leads the survey, review and analysis of the division's delivery and communication of services, problem solving and solution implementation;
- Maintains functional area/division specific database(s) including entering, auditing and reporting data;
- Maintains records, paper and electronic, of activities and programs and prepares regular and special reports;
- Prepares activity and performance reports including statistical summary reports of HR functions, activities, and programs;
- Formulates communications and other materials in response to questions, situations and/or division's operations;
- Represents functional area/division on technology initiatives such as upgrades and patches by testing, auditing, documenting and communicating results to ensure process and system integrity and outcomes are consistent with operational needs, identifying changes and other impact to operational processes, identifying and recommending division's response, and coordinating division's approved response;
- Handles division specific projects from inception and planning to completion as assigned under limited supervision;
- Recognizes a need for change and the implications of proposed changes, identifies and collaborates with appropriate individuals and resources to develop and implement the changes;



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### Examples of Assigned Duties continued:

- Proactively facilitates problem solving with appropriate resources to develop solutions and reach effective outcomes;
- Designs, implements, analyzes and reports on division-specific studies and surveys including identifying trends and/or other relevant impact, researching and recommending options, solutions and/or changes;
- Performs technical, fiscal, regulatory, and organizational work requiring planning, analysis, data gathering and interpretation, costing and written and oral reports;
- Assists more senior level professional staff and managers with tasks and projects as assigned;
- Assists with the review, revision and development of division specific policies and procedures including identifying needed revisions and suggesting revisions and changes;
- Maintains current working knowledge of Federal, State, and County laws, regulations, and ordinances pertaining to human resources programs and management to use for analyzing existing programs, services and service delivery, to identify industry trends in HR management, and to collect ideas for new programs and services;
- Provides guidance and technical assistance to Human Resources Assistants and other department staff as needed;
- Recognizes trends and impacts, researches, analyzes and reports on possible impact on division's processes and operations including identifying and recommending possible solutions/responses;
- Performs other duties as assigned.

### Required Knowledge, Skills and Abilities:

Thorough knowledge of employment laws, human resources administration and functional areas; considerable knowledge of County operations, policies, procedures and regulations; critical thinking skills with sound judgment and reasoning skills and the ability to understand, troubleshoot, research, accurately interpret, consistently and correctly apply policies and guidelines to wide array of situations, proactively identify problems and opportunities, propose and implement effective solutions; excellent interpersonal skills with the ability to effectively communicate human resources program and service information, rules, regulations, policies and procedures, problems and solutions; ability to make sound decisions relative to assigned area; ability to manage and/or administer functional area/division specific programs, services and processes; effective presentation skills with the ability to research, revise, update and/or develop new presentations; ability to communicate effectively, both orally and in writing, clearly and concisely; basic knowledge of statistical principles; ability to research a variety of data and to prepare detailed statistical reports; basic project management skills; proficiency in the use of personal computers and /or automated systems with the ability to enter, retrieve and analyze data and prepare reports; demonstrated proficiency in working with Excel spreadsheets, databases and other common business software products; demonstrated proficiency in department and division specific specialized systems with the ability to train, troubleshoot , assist other users and serve on technology project teams as functional area subject matter expert; ability to create and maintain technical and confidential records; ability to establish and maintain effective working relationships with County officials, employees at all levels, the public and vendors relevant to assigned functional area/division; ability to work independently with general supervision to manage own workload and priorities and complete assignments as required; excellent customer service skills; tact; and courtesy.

### Minimum Education and Experience:

Education: Four (4) year degree in human resources management, public administration or other relevant field;

Experience: Four (4) year of relevant professional experience related to assigned functional are or division;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

- Physical condition that allows for lifting and moving up to 30 lbs of supplies and other job related equipment as needed;
- May require driver's license;
- May require a pre-employment and/or annual/regularly scheduled physical examination and/or medical tests administered by Henrico County Employee Health Services, the components of which are based on and appropriate to the specific sensory and/or physical demands of the given position.