



CLASS SPECIFICATION FOR:

## Senior Human Resources Analyst

### General Statement of Duties:

Performs complex and advanced 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 senior level of the four-level series. 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; serves as a consultant routinely using comprehensive knowledge and sound judgment to provide support and guidance to employee, managers and departments for issues and projects with significant impact; handles complex or unusual situations independently giving the appropriate notification of incident and resolution to supervisor or appropriate person. Serves as lead worker and resource to professional, paraprofessional, support and technical staff and backup for supervisor. May supervise assigned staff of paraprofessionals and/or professionals.

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

- Investigates, assesses, analyzes situations and resolves disputes, problems, and issues of an unusual, complex, sensitive or confidential nature by applying comprehensive 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 all levels of County Department employees, employees and other users on technology, personnel issues, policy/procedures issues and other matters relevant to assigned functional areas/divisions;
- Advises department directors and others in solving complex and unusual human resources issues within area of specialization involving interpretation of related personnel policy and procedures, and assisting in integration of practices;
- Prepares comprehensive reports and makes presentations to department directors and/or Assistant County Executives to explain division findings and recommended actions;
- Administers major 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;
- Manages a caseload in one or more specialized areas including advising employees and managers at all levels;
- Develops goals and objectives and performance measures for specific program area;
- Leads major change initiatives and projects, including technology initiatives, for the department and/or Countywide;
- Serves as liaison with other employers, consultants, vendors and professional associations to maintain on-going services and information exchanges;
- 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;
- 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 major division specific projects from inception and planning to completion as assigned under limited supervision, including projects that cross functional lines;
- 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;
- 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 and developing response, including the development of new programs and services;
- Performs technical, fiscal, regulatory, and organizational work requiring planning, analysis, data gathering and interpretation,



CLASS SPECIFICATION FOR:

## Senior Human Resources Analyst

costing and written and oral reports;

### Examples of Assigned Duties continued:

- Schedules and conducts meetings, maintains all related documentation and results, develops time frames of deliverables;
- Researches and responds to external requests from other jurisdictions, regulatory agencies, the media and citizens;
- Reviews functional areas/division specific policies and procedures including identifying need for new policies and procedures as well identifying needed revisions, recommending and implement approved revisions and changes;
- Maintains a comprehensive knowledge of County departments and their operations, maintains awareness of impact of the HR department's programs and services on operations, identifies opportunities to proactively partner with departments' personnel to accomplish HR program and service goals and meet the operational needs/goals of the departments;
- Maintains a comprehensive current working knowledge of Federal, State, and County laws, regulations, and ordinances pertaining to human resources programs and management to analyze existing programs, services and service delivery, identify industry trends in HR management, changes in laws, and to recommend changes to ensure ongoing compliance;
- Serves as a subject matter expert and mentors department staff on areas on functional expertise;
- Develops and maintains effective working relationships with HR professionals in other jurisdictions, industries, professional organizations as well as personnel from local, state and federal regulatory agencies;
- Provides guidance and technical assistance to Human Resources Assistants and other department staff as needed;
- Proactively recognizes trends and impacts, researches, analyzes and reports on impact on division's processes and operations as well as operations Countywide, including identifying and recommending solutions/responses and leading the implementation of approved solutions/responses;
- Performs other duties as assigned.

### Required Knowledge, Skills and Abilities:

Comprehensive knowledge of employment laws, human resources administration and functional areas; extensive knowledge of County operations, policies, procedures and regulations with a keen awareness of the County's "big picture"; excellent critical thinking skills including 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, and 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 to diverse audience of stakeholders; creative problem solving for complex programs, situations and issues with ability to make sound decisions relative to assigned area and applicable regulatory controls; ability to effectively manage and/or administer programs, services and processes; excellent 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; extensive knowledge of statistical principles; ability to research a variety of data and to prepare detailed statistical reports; basic project management skills with the ability to plan and lead a project from inception to completion; 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; accounting or other financial skills with sufficient ability to develop budgets, manage expenditures in accordance with County Finance policies and manage operations effectively within budget; ability to establish and maintain effective working relationships with County officials, employees and the public as well as professional organizations and resources relevant to the department and assigned division; ability to multitask and effectively manage competing priorities and make sound decisions; good supervisory skills including good training skills and the ability to effectively manage workloads, events and/or projects and to foster and maintain high morale and engagement; 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: Five (5) 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.



CLASS SPECIFICATION FOR:

**Senior Human Resources Analyst**

- 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.