



Human Resources Analyst III #02193

City of Virginia Beach – Job Description

Date of Last Revision:07-01-2022

FLSA Status: Exempt

Pay Plan: Administrative

Grade: 13

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Independently perform professional duties in support of Human Resource (HR) management and training. Incumbents, with this level designation, are expected to perform all duties noted in lower levels of the HR Analyst series. May supervise administrative and professional staff on a regular or periodic basis.

Representative Work Functions and Responsibilities

Coordinate and lead major projects or programs.

Serve as acting HR Coordinator or HR Division Manager in their absence; having full authority over operation and client support needs.

Consult with appropriate parties (i.e. City Attorney's Office, Risk Management, Finance, etc.) to determine sufficiency of policies and necessity of process changes regarding issues that could have a Citywide impact. Provide professional and HR department input needed to clarify issues and desired outcomes, develop possible action plans, and present recommendations to senior leadership. Pursue viable actions that ensure compliance while limiting interference with sound business practice.

Conduct training needs assessment to include (as appropriate) interviewing department representatives, conducting surveys, personal observations and evaluating collected data. Research and assess training to be purchased, available through associations / subscriptions, and internal expertise. Recommend a course of action. Implement procured and internally developed programs and deliver training following approved protocols. Develop action plans to assess impact using appropriate metrics.

Collaborate with Human Resource divisions as needed to ensure consistency in the application of policies and procedures. Maintain confidential but current awareness of actions / decisions that may impact related activities and outcomes. Proactively inform appropriate HR staff of possible department actions intended to be implemented by operating departments. Seek HR division advice as it relates to service or counseling being provided to operating departments.

Develop and project a strong awareness of the business practices, strategies and operating issues of City departments being supported. Proactively maintain an understanding of City approved initiatives and budget constraints that will impact individual staff and existing programs. Promote actions that integrate the City's vision, strategies and operating initiatives.

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Advise and counsel supervisors and employees on proposed HR actions to ensure consistency and compliance with the established City, state or federal policies, procedures and regulations.

Evaluate and recommend modifications to policies and procedures in response to changes in law, City strategy and Council directives, or perceived problems.

Receive and record management requests for HR services / personnel actions and review for compliance with City policies / procedures and State and Federal regulations, and established precedence. Document findings and prepare written recommendations for approval, disapproval or modified response by leadership.

Conduct interviews and counseling / coaching sessions with supervisors and employees, and formulate recommendations regarding appropriate courses of action. Serves as HR subject matter expert and senior advisor to senior leadership of departments being supported.

Coordinate, develop and conduct Citywide training programs for all levels of the organization. Assist with ensuring facilitator guides, participant guides, PowerPoints and supporting materials are stored electronically. Obtain permission on all copyrighted and reference materials and ensure their use is formally acknowledged and noted appropriately.

Certifications and licenses remain in good standing. Obtain train-the-trainer license when implementing new programs that require training certifications as required.

Respond to complaints and make recommendations for alleviating problem areas.

Research, analyze and formulate statistical and narrative reports regarding HR-related issues / programs to provide a basis for decision making and accountability; will formulate final recommendations on a course of action.

Prepare and conduct presentations to external and employee groups, managers and City leadership, concerning various HR-related issues.

Serve on Citywide committees as HR resource and department representative to ensure HR interests are properly represented and guidance is provided as appropriate.

Coordinate administrative functions such as budget and vendor services.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described. Individual assignments will be determined by the supervisor based on current workloads and department needs.

Performance Standards

Effectively coordinate and lead projects or programs; provide clear direction to staff regarding goals and timelines; clearly and thoroughly present and explain recommendations to departments and upper-level City management; accurately and diplomatically respond to requests for information; effectively communicate both orally and in writing with public, co-workers, and other City HR; effectively assist in the administration of provisions of the City Code and HR related City policies and procedures to ensure equitable treatment of all City employees; training and education programs are professionally developed and administered; diplomatically resolve difficult HR issues and complaints in accordance with City policies and procedures in a timely manner. Design, deliver and evaluate training for all levels of the

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organization. Assist with ensuring mandatory trainings and certifications are maintained.

Minimum Qualifications

Requires any combination of subject-related education (above the high school level) and experience equivalent to ten (10) years in fields utilizing the required knowledge, skills, and abilities and associated with such positions as HR Specialist or Analyst or Generalist; Platform Trainer / Training Instructor.

Some positions may require the employee to have, or obtain, a current and valid Virginia or North Carolina driver's license in accordance with Virginia or North Carolina DMV driver's license eligibility requirements.

Preferred Qualifications

IPMA-CP/CS; World At Work-CCP, SHRM-PHR/SPHR, Franklin-Covey-FC, Situational Leadership, AG, MBTI; depending on the HR specialty being hired.

Special Requirements

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or Citywide emergencies.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of the philosophy, theories, practices and techniques of current public human resource administration and related regulations including Employee Relations, Classification - Compensation, Learning & Development, Staffing, etc. depending on the specialty of the position.
2. Knowledge of the structures, function, and administration of municipal organizations.
3. Knowledge of City, state, and federal policies, codes and regulations related to HR management.
4. Knowledge of supervisory principles and practices.
5. Knowledge of budgeting procedures, related documents, and their use in HR decisions and management advisement.
6. Knowledge of current computer technology and software packages being utilized to support department responsibilities.

B. Skills

1. Skill in the performance of highly specialized HR statistical and/or analytical research and preparation of related narrative reports.
2. Skill in using microcomputers and related software to perform research and analyses, and to execute HR processes in a timely and effective manner.
3. Skill in counseling and interviewing techniques.
4. Skill in the clear and concise communication (both orally and in writing) of technical information relating to HR administrative matters (including policy information) requiring tact and diplomacy.
5. Skill in Adult Learning and in connecting with various learning styles.
6. Skill in developing and conducting presentations for all levels of the organization.
7. Skill in training needs assessment, assessment of training programs, program customization for target audiences, and their evaluation for continued use.
8. Skill in obtaining permissions and proper documentation as it relates to copyright materials.
9. Skill in creating and renewing affiliation or service agreements with schools and vendors.
10. Skill in the application of supervisory techniques and leadership principles.
11. Skill in conflict resolution and responding calmly and diplomatically during stressful situations.
12. Skill in the development, review, and interpretation of HR related policies and procedures and

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other HR-related documents.

13. Skill in the ADDIE (assess, design, develop, implement, evaluate) model and in evaluation techniques.
14. Skill in Learning Management System (LMS) and other training software and running analytics for analysis.

C. Abilities

1. Ability to establish and maintain effective working relationships with City officials, employees, and HR representatives of other localities.
2. Ability to work independently and make decisions within assigned authority and subject expertise; to interpret and apply City policy consistent with intended practice and existing precedence.
3. Ability to maintain confidentiality.
4. Ability to work effectively with persons of diverse backgrounds.
5. Ability to recognize problems and initiate corrective action using logical decision-making techniques.
6. Ability to effectively respond to change as well as facilitating change in response to organizational or departmental priorities, process improvement, legal developments, or technological advances.
7. Ability to identify various learning opportunities (training, self-study, or new work experiences) for self and others to achieve organizational and career development goals and to stay abreast of trends in the field of human resource management.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

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