



## **Human Resources Analyst II #02192**

City of Virginia Beach – Job Description

Date of Last Revision: 02-08-2016

**FLSA Status:** Exempt

**Pay Plan:** Administrative

**Grade:** 10

### **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**

Perform professional duties in one or more specialty areas in support of human resource management and training with limited guidance and supervision.

### **Representative Work Functions and Responsibilities**

Evaluate and recommend modifications to policies and procedures to respond to concerns, issues, or perceived problems.

Conduct interviews and counseling/coaching sessions with supervisors and employees and formulate recommendations regarding appropriate courses of action.

Conduct training needs assessment involving interviews with departmental representative, developing a survey instrument, evaluating the data and developing a program based on the results.

Develop and conduct training programs on various City policies and issues.

Assist or coordinate the development of recommendations projects, and programs.

Consult with City Attorney's Office to determine legal sufficiency of policies and human resources actions.

Review employment, promotion, separation, and disciplinary actions to ensure compliance with City, State, and Federal regulation and procedures; review departmental proposed human resources actions to ensure appropriateness.

Research, analyze and formulate statistical and narrative reports regarding human resources-related issues/programs to provide a basis for decision making and accountability.

Attend meetings and hearings to ensure the City's interest is properly represented and guidance is provided.

Respond to complaints and make recommendations for alleviating problem areas.

## Human Resources Analyst II #02192

Prepare and conduct oral presentations to the public and City departments concerning various human resources-related issues to ensure awareness.

Serve as departmental liaison on cross functional teams and committees lending human resources expertise where needed.

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

### **Performance Standards**

Accurately interpret departmental policies and procedures so employees and departments are better informed; courteously and accurately conduct thorough interviews and investigations so that recommendations are consistent with other City actions; thoroughly and effectively conduct research projects; thoroughly research complex third-party administrative issues and provide information to supervisors and employees courteously and efficiently; thoroughly review and approve human resources transactions to ensure adherence to City policies and procedures; provide input on boards and panels to ensure that decisions are consistent with Human Resources policies and procedures; diplomatically review complaints and recommend corrective actions in compliance with City policies and procedures; provide human resources related input and assistance through committee membership to enhance the committee's goals and objectives.

### **Minimum Qualifications**

Requires any combination of education (above the high school level) and/or experience equivalent to eight (8) years in fields utilizing the required knowledge, skills and abilities and associated with such positions as Human Resources Specialist or Analyst.

Some positions may require 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/IPMA-CS.

### **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 City-wide emergencies.

### **Knowledge-Skills-Abilities Required to Perform Satisfactorily**

#### A. Knowledge

1. Knowledge of municipal budgeting procedures.
2. Knowledge of statistics
3. Knowledge of the structures, functions and administration of municipal organizations.
4. Knowledge of the philosophy, theories, practices and techniques of current public human resource administration and related regulations including performance management principles and techniques; job evaluation systems; human resources transaction procedures; workforce planning and development, discipline administration; conflict resolution unemployment laws; employee benefits systems; EEOC guidelines, laws, and regulations; and human resources-related policies and procedures.
5. Knowledge of the capabilities of computer technology and software packages including the City's Human Resources automated software application and other city standard software applications.

---

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

## Human Resources Analyst II #02192

### B. Skills

1. Skill in conveying information to individuals and a diverse adult audience both orally and in writing in a clear and concise manner.
2. Skill in researching, analyzing, and reporting narrative and statistical data.
3. Skill in the review and development of human resources related policies and procedures.
4. Skill in counseling and interviewing techniques.
5. Skill in conflict resolution and responding calmly and diplomatically during stressful situations.
6. Skill in using microcomputers and related software to perform research and analysis.
7. Skill in the preparation of budget documents.
8. Skill in the application of supervisory techniques and leadership principles.

### C. Abilities

1. Ability to maintain confidentiality.
2. Ability to work effectively with persons of diverse backgrounds.
3. Ability to establish and maintain effective working relationships with City officials, employees, and human resources representatives of other localities.
4. Ability to effectively recommend change in response to organizational or departmental priorities, process improvement, legal developments, or technological advances.
5. Ability to identify various learning opportunities (training, self-study, or new work experiences) to stay abreast of trends in the field of human resource management.
6. Ability to recognize problems and initiate corrective action using logical decision-making techniques.
7. Ability to operate a computer and use city standard software applications.
8. Ability to perform tasks requiring incumbent to sit or stand for extended periods of time throughout the workday.
9. Ability to lift, carry, push and/or pull items weighing up to 50lbs may be required in some positions.
10. Ability to perform tasks requiring trunk strength or use of abdominal and lower back muscles may be required in some positions.
11. Ability to hear at a conversational level.
12. Ability to comprehend and follow oral and written instructions with minimal guidance from others.
13. Ability to prepare complex reports and documents that may require review and input from Supervisor(s) or Department Director.
14. Ability to maintain an appropriate work pace, focus on routine and complex tasks without distraction or compromising accuracy, and complete tasks within expected time frame.
15. Ability to perform a variety of assigned tasks that may vary from day to day.
16. Ability to perform tasks that require obtaining cooperation from co-workers or citizens to accomplish assigned tasks.
17. Ability to work independently and make independent decisions, but seek guidance when uncertainties arise.
18. Ability to interpret, remember and apply complex procedures, policies and laws as they relate to work tasks.
19. Ability to adjust routine procedures to accommodate challenges or improve processes.

### **Working Conditions**

The below stated 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.

*NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the*

---

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

## Human Resources Analyst II #02192

*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.*

**Physical Requirements:** *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Requires sedentary work that involves walking or standing some of the time and involves exerting up to 30 pounds of force on a regular and recurring basis and routine keyboard operations.

Some positions require considerable standing while conducting classroom training.

**Mental Requirements:** *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs professional level work requiring the application of human resources, accounting, legal, administrative, or managerial methods in the solution of human resources, administrative or legal problems; may apply extensive understanding of operating policies and procedures to solve complex problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.

**Environmental Conditions:** *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

This job involves a risk of limited to no exposure to any environmental hazards.

**Sensory Requirements:** *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

The job requires normal visual acuity, and field of vision, hearing and speaking.

---

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.