



## **Human Resources Analyst I #02191**

City of Virginia Beach – Job Description

Date of Last Revision: 11-18-2016

**FLSA Status:** Exempt

**Pay Plan:** Administrative

**Grade:** 8

### **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**

Under close supervision, perform professional duties in one or more specialty areas in support of human resource management and training.

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

Research and respond to inquiries regarding policies and procedures and/or human resources actions.

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

Conduct research to locate information needed in developing policies or formulating recommendations; compile research into informative reports with recommendations for policy, procedure or program development.

Formulate recommendations regarding program enhancements to ensure the ongoing effectiveness of City-wide programs.

Prepare and conduct training programs on identified subjects for all levels of City employees.

Review human resources transactions to recommend approval or disapproval to ensure compliance with City, State and Federal regulations and procedures.

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

Assist in coordination of all aspects of the employee life cycle (recruitment and selection, employee grievances, training, compensation, etc.).

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

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

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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**

Ensure that inquiries from supervisors and employees regarding human resources-related matters are responded to accurately and timely; conduct thorough interviews and investigations; thoroughly and effectively conduct research on projects to maximize the quality and quantity of information; thoroughly research complex third party administrative issues and provide information to employees and supervisors courteously and efficiently; clearly and logically organize material to be presented to maximize the benefits to be derived from the presentation; accurately apply federal, state and local laws and policies to human resources issues; adequately document in writing justification to support recommendations regarding human resources actions; effectively communicate both orally and in writing; and establish and maintain effective working relationships.

### **Minimum Qualifications**

Requires any combination of education (above the high school level) and/or experience equivalent to six (6) years in fields utilizing the required knowledge, skills and abilities and associated with such positions as human resources analyst or specialist or generalist.

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 basic statistics.
2. Knowledge of current supervisory practices, techniques and related City policies in order to provide guidance to departments.
3. Knowledge of the capabilities of computer technology and software packages, including microcomputer.
4. Knowledge of the philosophy, theories, practices, and techniques of current public human resources administration and related regulations including performance management principles and techniques, job evaluation system, 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 structures, function and administration of municipal organizations.
6. Knowledge of municipal budgeting procedures.

#### B. Skills

1. Skill in researching, analyzing, and reporting human resources and statistical data.
2. Skill in counseling and interviewing techniques.
3. Skill in conveying information to individuals and a diverse adult audience, both orally and in writing, in a clear and concise manner.

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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.

4. Skill in conflict resolution and responding calmly and diplomatically during stressful situations.
5. Skill in using microcomputers and related software to perform research and analysis.
6. 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 employees, HR representatives, department and city officials and others.
4. Ability to recognize problems and initiate corrective action using logical decision making techniques.
5. Ability to work with limited supervision as well as in a team environment.
6. Ability to effectively recommend 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) to stay abreast of trends in the field of human resource management.

**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 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.

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