CITY OF TUALATIN
Classification Description

Job Title: Senior Human Resources & Risk Analyst
Department: Administration
Reports To: Human Resources Director
FLSA Status: Exempt

SUMMARY: Performs complex and varied technical, professional, and confidential work at an advanced professional level requiring a high level independent thought and judgment. Areas of focus include recruitment, classification, compensation, safety programs, employee benefits administration, labor relations, leave management, ADA compliance, workers’ compensation and property claims, insurance procurement, claims management, and related work as required. Duties regularly include program or project oversight responsibilities. Acts as a lead worker. Required to maintain confidential and sensitive information.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Serves as a senior human resources liaison to managers and employees on a wide range of human resources related topics including labor relations, employee relations, workforce planning and staffing, classification and compensation, employee benefits, training, organization development, human resources policies and procedures, HRIS and technology applications, HR communications, program administration, and other HR services.

Leads, coordinates, or administers the broad Human Resources functional areas which may include one or more of the following program areas: classification and compensation; diversity, leave administration; employee relations; and training and organization development.

Acts as the lead under the Human Resources Director and plans, assigns and reviews the work of division employees. Trains new and existing staff.

Participates in strategic planning efforts relative to Human Resources programs, services, projects or initiatives under consideration. Participates in establishing goals and objectives, defining measures of performance, and evaluation of performance outcomes. Provides input into department budget preparation.

Coordinates and participates in collective bargaining negotiations; administers and implements provisions of collective bargaining agreements; provides consult to managers and staff regarding contract interpretation; and investigates grievances and participates in resolution.

Advises and coaches managers and supervisors in the development and implementation of performance management interventions and the resolution of employee relations issues.

Conducts investigations of internal complaints or grievances filed under provisions of union contract provisions, or City policies. Maintains extensive investigative records and prepares reports of findings. Submits recommendations and participates in problem resolution. Supports Human Resources Director and City Attorney with employment related litigation and external agency complaints.

Analyzes and evaluates new and existing positions for appropriate allocation and classification; writes new classification specifications or modifies existing class specifications; explains classification process to managers and employees; prepares documentation for presentation to the Human Resources Director and/or City Manager on classification and compensation actions and salary range approval.
Designs, conducts, evaluates, and analyzes compensation surveys; develops labor market comparative data analysis and prepares reports of findings; undertakes internal relationship-based compensation reviews and prepares reports of findings. Provides recommendations regarding compensation program.

Supports, develops or coordinates human resources communication efforts including communications to workforce, departments/divisions, service providers, or others, utilizing multi-media techniques. Communicates externally to labor market recruitment targets, media representatives or other external audiences.

Manages the benefits open enrollment process;

Administers Workers Compensation claims and collaborates with carriers to determine disposition of claims. Collaborates with managers and workers compensation carriers regarding return to work issues.

Administers property damage and liability claims. Investigates claims and evaluates City exposure and coverage. Keeps abreast of market changes and makes recommendations to Senior Management regarding exposure and coverage.

Coordinates safety committee meetings. Conducts safety inspections and audit for Occupational Health and Safety Administration (OSHA) compliance. Reviews and recommends safety procedures, practices and equipment for departments. Coordinates or provides safety trainings. Acts as City’s Safety Coordinator.

Manages the CDL drug and alcohol testing program. Coordinates with third party administrator on random testing requirements.

Provides ergonomic evaluation of employee work spaces or works with the insurance carrier to conduct ergo assessments.

Evaluates risk and safety of reasonable accommodations under the American’s With Disability Act (ADA) and related regulations. Acts as the City’s ADA Coordinator.

Serves on or provides support to a variety of committees, boards, panels, task forces, or advisory groups as necessary.

Drives to city facilities, vendors, training programs, and meetings as necessary.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

**Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Attendance & Punctuality** – Consistently at work and on time; Arrives at meetings and appointments on time.

**Change Management** - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
Cost Consciousness - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

Crisis Management – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision making, facilitating and process improvement; Takes responsibility for subordinates’ activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal & external); Fosters quality focus in others; Improves processes and services; Continually works to improve supervisory skills.

Motivation – Has a high aptitude for independent thinking and motivation. Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
**Oral Communication** - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Planning & Organizing** – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

**Project Management** – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

**Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone’s efforts to succeed.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**SUPERVISORY RESPONSIBILITIES**
Employees in this classification will provide guidance and technical assistance to Division employees. Works under the direction of the Human Resources Director, providing direction to division employees on specific work activities and projects, but will not exercise formal authority in areas such as discipline, grievances, promotions, hiring, and employee evaluations. Independence of action is required. May supervise occasional or temporary employees.
QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE
Five years of progressively responsible human resources administration experience in a public or private organization which provided significant generalist exposure to the human resources field.

Direct exposure to labor relations, preferably in the public sector. Thorough working knowledge of recruitment and selection processes, recognition and retention programs, classification, compensation and benefits administration and safety, health and risk management practices. Technical expertise in matters pertaining to equal employment, wage and hour administration family leave laws, the Americans with Disability Act and Amendments and other pertinent laws affecting conditions of employment.

Graduation from an accredited college or university with a degree in Business Administration, Public Administration or a related field, which included direct course work in human resources, employee relations and communications.

Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work will be considered if you possess the requisite skills and abilities.

SKILLS & ABILITIES
Well-developed group interaction skills with a willingness to confront challenging issues and dispute resolution skills to help others work through complex issues.

A high degree of emotional intelligence, and ability to demonstrate , empathy, compassion and highly effective interpersonal skills.

Team-leadership, with the ability to instill confidence in, as well as empower and motivate staff.

Ability to read, analyze, and interpret complex documents; respond effectively to the most sensitive inquiries or complaints; write policies and procedures using original or innovative techniques or style.

Ability to make effective and persuasive presentations on controversial or complex topics to employees, association officials, public officials and the general public; work with individual or groups to resolve problems.

Ability to apply principles of logical thinking to a wide range of intellectual and practical problems. Ability to recognize and analyze nonverbal communications and to deal with a variety of abstract and concrete variables.

Ability to consider and evaluate alternative viewpoints with an aim towards finding creative solutions by working collaboratively and offering innovative approaches to develop consensus on difficult issues.

Ability to perform mathematical functions including addition, subtraction, multiplication and division in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent and to draw and interpret bar graphs. May also employ statistical methods to determine appropriate pass ratios during recruitments.
CERTIFICATES, LICENSES, REGISTRATIONS
Possession of, or the ability to secure possession of: a valid Oregon driver's license; CPR and First Aid certification; Incident Command Staff certifications; and mandated safety program certifications.

PHYSICAL DEMANDS & WORK ENVIRONMENT
The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Administrative duties of this position normally take place in an office setting with a moderate noise level. While performing incident command staff and safety coordinator duties of this job, the employee may be exposed to moving mechanical parts, fumes or airborne particles, and outside weather conditions. The noise level in this work environment is usually moderate.