



City of Lake Oswego, Oregon

Job Description

HUMAN RESOURCE ANALYST

FLSA Status: Non-exempt

Salary Grade: 531

Union Representation: Non-represented

Job Code: 5029

Summary

Under general supervision positions in this classification perform a wide variety of human resource activities and analytical work as a generalist or in a single human resources area of specialization, such as benefit administration and claims management, or recruitment and selection. The Human Resource Analyst is classified as a confidential employee.¹

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Coordinate benefits administration and contracts with health, dental, flexible spending, and other insurance/benefits programs. Coordinate annual open enrollment and health fair programs. Administers the employee benefit program; assists employees in resolving problems with insurance claims; conduct benefit orientation and processes new employee enrollment forms; answers questions regarding benefit coverage and procedures; develops and conducts request for proposals process for consultants; develops and monitors contracts with consultants and insurance companies. May coordinate, facilitate and serve on the Benefits Committee. Manages COBRA and retiree benefit administration.
2. Assists with management of deferred compensation program including coordinating enrollment, sending out information and communications from carriers, and coordinating trainings. May serve on the Investment Committee.
3. Coordinate issuance of FMLA and/or OFLA paperwork in a timely manner. Track and report status of employees on FMLA and/or OFLA.
4. File workers' compensation claims with workers' compensation carrier and process incident reports in a timely and expeditious manner. Coordinate light or modified duty assignments as needed. Coordinate communications and activities with the carriers. Complete annual OSHA reports and posting requirements.

¹ "Confidential employee" means one who assists and acts in a confidential capacity to a person who formulates, determines and effectuates management policies in the area of collective bargaining. ORS 243.650

5. File and process property and liability claims related to risk management. Assist public with questions and complaints related to property and liability claims. Work with Human Resources Director to monitor and resolve issues.
6. Work with hiring managers to facilitate recruitment efforts. Duties may include drafting job announcements, posting positions on the City website and in other locations, scheduling interviews, participating on interview panels, checking references, coordination of background and pre-employment checks, and preparing job offers.
7. Generates Personnel Action Forms and works with other HR staff and Payroll to ensure timely administration of pay adjustments, addition of new hires and processing of separations. Updates the City's internal and external classification and compensation data.
8. Maintains the Human Resources Information System (HRIS). Works with other Human Resources staff and Payroll staff to identify and analyze internal procedures to facilitate the automation of accurate and efficient maintenance of employee records. Coordinate efforts to determine effect of compensation, contract or policy changes and the development and implementation of the best systems solution. Design and maintain databases for Human Resources programs not included in the HRIS.
9. Determines, evaluates, develops and coordinates employee training. Provides technical expertise regarding training design and content. Coordinates the work of outside training consultants. May track and monitor employee participation and attendance, a record keeping for personnel files.
10. Provide budget assistance to the Human Resources Director. Compile and monitor the departmental budget. Track spending and provide reports if needed. Review, evaluate and forward billings to appropriate staff for signature.
11. Provide timely and responsive internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Respond to a variety of requests for information from Human Resources staff, City management and employees, and external agencies. Handles confidential and sensitive information appropriately.
12. Support and respect diversity, equity and inclusion in the workplace.
13. Assist the Human Resource Specialist and serve as backup on phones and customer service walk-ins.
14. Provides technical and analytical support to the Director of Human Resources, including assignment of special projects, and prepare and present reports and other correspondence. Collaborates with co-workers and staff to plan activities, coordinate efforts, and resolve issues and problems. May participate in labor-management meetings and/or in the collective bargaining process.
15. Help facilitate safety and Human Resources Department related programs such as hearing protection, DMV reporting, and drug and alcohol testing, etc. May serve on the Central Safety Committee and/or as a Building Evaluation Coordinator.
16. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Benefits administration, including health insurance and deferred compensation programs.
- Recruitment and selection best practices.
- HRIS systems and database management.
- MS Office suite of software, including Word and Excel.
- Personal computers and related software applications.

Skills and Abilities to:

- Develop and maintain databases.
- Compile information, conduct research, analyze results and make recommendations.
- Analyze internal Human Resources related procedures and processes to facilitate efficiencies and automation.

- Manage and implement projects.
- Interpret collective bargaining agreements, policies and procedures.
- Participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- Establish and maintain effective working relationships.
- Make presentations and develop reports that may include technical information.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is to have obtained a Bachelor’s degree in Business, Public Administration, Human Resource Management, or a related field, and four years in a related field or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing and Other Requirements:

Positions in this classification may require the ability to possess and maintain a valid driver’s license and ability to meet the City’s driving standards.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Moderate Physical Work: Must be able to move objects by exerting up to (20) pounds of force frequently, and/or up to (10) pounds of force consistently.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director **Date**

Human Resources Director **Date**

Employee

Date

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.