



## City of Lake Oswego, Oregon

### Job Description

#### HUMAN RESOURCE ANALYST

**FLSA Status: Non-exempt**

**Union Representation: Non-represented**

**Salary Grade: 531**

**Job Code: 5029**

#### Summary

Under general supervision positions in this class perform a wide variety of human resource activities. The incumbent plans, organizes and manages human resource functional activities related to the maintenance and operation of the City's HRIS program and oversees benefit administration. In addition, persons in this class provide technical, analytical and administrative support to the Human Resource Director. The Human Resource Analyst is classified as a confidential employee.<sup>1</sup>

#### 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. Analyze HR system's needs and identify methods to manage information with greater efficiency and reliability.
2. Coordinate benefits administration and contracts with health, dental, deferred compensation, 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; 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.
3. Work with Human Resources 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.
4. Provide formal training and ongoing technical assistance in the use of reporting and querying tools.
5. Design and maintain databases for Human Resources programs not included in the HRIS.
6. Review and process personnel actions including compensation and classification, along with tracking performance evaluations required and completed.

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<sup>1</sup> "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

7. 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.
8. Update City's internal and external classification and compensation data with revised Human Resources related material and information.
9. Respond to a variety of requests for information from Human Resources staff, City management and employees, and external agencies.
10. Research, compile, analyze and summarize information to develop technical reports that include statistical analysis, charts and graphs.
11. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Focus on producing high quality results.
12. Support and respect diversity in the workplace.
13. Coordinate issuance of FMLA paperwork in a timely manner. Track and report status of employees on FMLA.
14. File workers' compensation claims (801's) with workers' compensation carrier in a timely and expeditious manner. Coordinate communication and activities with the carrier for the Human Resources Director.
15. Complete annual OSHA reports and posting requirements annually.
16. Assist Human Resource Specialist and serve as backup on phones and customer service walk-ins.
17. Complete special projects for Human Resource Director.
18. Provide support to Finance Director for property and liability claims.
19. Coordinate and conduct employee orientations with emphasis on benefits programs and options.
20. Performs other duties of a similar nature or level.

## **Minimum Qualifications**

### **Knowledge of:**

- Benefits administration, including health insurance and deferred compensation programs.
- HRIS systems (Employee) and database management.
- MS Office suite of software, including Word and Excel.
- FMLA notification and tracking systems.
- Principles, practices and methods of modern personnel administration in the public sector.
- 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.
- Compile, monitor and track HR information, regarding evaluations, pay increases, etc.
- Manage and implement projects.
- Interpret 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.
- Demonstrate competency in Human Resources to employees, contractors, public officials, other agencies, customers and the general public.
- Establish and maintain effective working relationships with Human Resources and Finance staff, contractors, other agencies, departments citywide and the general public.
- Make presentations and develop reports that may include technical information.

- Use work processing, spreadsheet and database programs or other application software as required for position.
- Use general office equipment.
- 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.

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**Department Director** **Date**

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**Human Resources Director** **Date**

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**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.*