



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

HUMAN RESOURCES ANALYST III

Group: Human Resources	FLSA Status: Exempt Bargaining Unit: ACE	Salary Grade: 45 Job Code #: YC32
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JOB SUMMARY

This is the journey level performing Human Resources Analyst III job duties.

DISTINGUISHING CHARACTERISTICS

Positions at this level are fully competent and use judgment in interpreting and adapting guidelines such as policies, regulations, precedents, and work directions for application to specific cases or problems. The decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. The work involves treating a variety of conventional problems, questions, or situations in conformance with established criteria.

OVERSIGHT

Supervision Received: Receives direction from the Team, Unit, Section, or Group Manager.

Supervision Given: May act as a lead. May Coordinate and review work assignments of employees performing the same general work as the lead on a day-to-day basis. Responsibilities may involve solving problems and providing instructions on work procedures.

JOB DUTIES

GENERAL

1. Performs daily activities in accordance with applicable human resources policies, procedures, methods and techniques.
2. Performs research studies, data analysis and report preparation.
3. Provides assigned human resources services, and reviews new or unusual situations and work assignments with higher level human resources staff.
4. Provides efficient and effective assistance and service to Metropolitan employees.
5. Reviews information and materials, and analyzes results for use in assigned area of responsibility.
6. May perform project management duties.
7. Answers questions and researches questions when more complex information is requested.
8. May assist with developing, improving, and identifying methods, techniques, and procedures for improving processes to optimize efficiency.
9. May train staff; provide information and guidance on applicable human resources policies, procedures, methods and techniques; respond to questions and assist in reviewing work products.

10. Performs other related job duties as required.

BENEFITS

1. Responds to benefits inquiries regarding disability, deferred compensation, retirement, leave administration, health, voluntary benefits and various reimbursement programs. Provides information to Payroll, and retirement, health, benefits and employee service providers.
2. Advises on available benefits, leave rights, and retirement options, pursuant to rules and regulations, federal and state laws, policies and procedures.
3. Develops recommendations regarding sensitive employee issues and cases; drafts final letters about decisions; assists in the resolution of disputes.
4. Researches, reconciles, and resolves benefits related claims and coverage coordination issues.
5. May administer leave and disability management. Creates, reviews and completes letters and forms, coordinates information with staff, prepares related responses, and notifies appropriate parties for employees on leave.
6. Makes adjustments, creates, updates, inputs, and maintains information in a Human Resources Information System and applicable databases.
7. Contacts plan provider representatives regarding the member's status and follows up with necessary parties to update or process status changes.
8. May administer employee programs, develop action plans, procedures, and communications; performs audits and event planning, and retaining records and logs.
9. Assists in the development of communication strategies, benefits material, forms, procedures, and announcements as requested.
10. Conducts and completes benefits related surveys and studies.

CLASSIFICATION AND COMPENSATION

1. Conducts classification and compensation analyses by reviewing and analyzing the components of a classification to ascertain the nature of work performed, identifying the appropriate classification, comparing the classification to other classifications and to market data, and writing comprehensive reports to include recommendations.
2. Interviews employees, supervisors and managers, conducts job observations, and/or focus group meetings to collect job and organizational data.
3. Researches, compiles, analyzes, and interprets market surveys, organizational, occupational, comparator agency, or other data to respond to salary survey requests, conduct salary surveys, and prepare reports.
4. Creates and/or revises classification specifications and/or job descriptions.

5. May participate in classification and compensation studies.
6. May assist with developing, improving, and identifying methods and techniques for improving processes to optimize efficiency.

EQUAL EMPLOYMENT OPPORTUNITY

1. Administers and monitors activities and objectives set forth in the Equal Employment Opportunity and Affirmative Action programs.
2. Disseminates information regarding Equal Employment Opportunity and Affirmative Action programs.
3. Keeps managers, supervisors and employees informed of current Equal Employment Opportunity and Affirmative Action requirements.
4. Recommends the establishment of new programs relating to Equal Employment Opportunity and Affirmative Action program objectives and requirements with federal and state laws.
5. Administers and monitors Equal Employment Opportunity training to ensure compliance with state and federal laws and organization objectives.
6. Assists in the analysis and collection of data pertaining to investigations of complaints and charges of discrimination, unlawful workplace harassment and retaliation to prevent the violations of policy and federal and state laws.
7. Assists in the analysis and collection of data related to the preparation of the organization's affirmative action program.
8. Prepares and provides a variety of routine and ad hoc statistical reports as may be required for government reporting and internal monitoring of the progress of the Equal Employment Opportunity and Affirmative Action programs. Collects and analyzes data related to various employment activities.

HUMAN RESOURCES INFORMATION SYSTEMS

1. Provides orientation and technical training to primary and secondary Human Resources Information System users in system capabilities. Creates training manuals and materials as appropriate.
2. Updates the internal website by coordinating with functional owners and providing samples and suggestions for review and approval. Ensures website changes are made timely and correspond to existing protocols.
3. Tests and reports the results to staff during system upgrades; evaluates the impacts and results of modifying applications and installing system upgrades on established reports, screens, and web applications.
4. Modifies or updates application data, tables and reports during upgrade or conversion process from one system release to another.

5. Develops and provides reports based on customer requests.
6. Audits and reviews the accuracy of employee data maintained in reports, systems or files.
7. Inputs Human Resources data into various spreadsheets and systems.
8. Formats ad-hoc queries and reports based on customer requests or project needs.
9. Consults on Human Resources Information Systems approaches and options available to address user needs; develops specifications for new or modified applications considering data and work flows, logical processes, and reporting requirements.

TRAINING and DEVELOPMENT

1. Collaborates with management to determine short-term and long-term training needs to build scalable, sustainable training plans and results.
2. Designs, develops and implements impactful curriculum, action learning, training workshops and e-learning to meet business needs.
3. Conducts research with subject matter experts and others as needed to define training content and to establish solutions to alleviate knowledge and skill gaps.
4. Stays abreast of best practices in training and development, to develop methods for continuously renewing/refreshing curriculum workshops.
5. Partners with Human Resources and business leaders to assess skill/capability development requirements, and define appropriate training curriculum workshops.
6. Facilitates meetings and serves as expert resource for supervisors and managers.
7. Identifies, recommends, and implements innovative and cost-effective learning solutions.
8. Ensures that ongoing deployments of curriculum, workshops, and training content are effective and efficient.
9. Conducts, monitors, and evaluates training courses delivered in assigned area and drives appropriate follow-up activities.
10. Provides expertise in best-in-class learning strategies, methods, processes and curriculum for developing workforce capability.
11. Evaluates and ensures that vendor performance meets or exceeds defined performance standards and adheres to overall company policies and procedures.
12. Manages project plans for successful implementation to include critical design milestones, business readiness, communications and deployment.
13. Administers training processes and policies.

14. Coordinates training programs and e-learning, program materials, customer communications, venue logistics, and utilizes learning management system to generate reports and analyze training data.

RECRUITMENT

1. Develops advertisements, job vacancy postings and other recruiting literature.
2. Recruits and evaluates applicant qualifications.
3. Networks with recruiting vendors, attends job fairs and other recruitment forums.
4. Informs applicants of job duties, working conditions, pay, benefits and promotional opportunities.
5. Develops and reviews assessment materials and proctors employment interviews.
6. Initiates background investigation requests. Reviews and communicates results.
7. Conducts reference checks and communicates results.
8. Maintains applicant tracking and other pertinent recruitment and selection information using Human Resources Information System.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience:

Bachelor's degree from an accredited college or university in a related field and four years relevant experience; or two years as a MWD Human Resources Analyst II.

Required Knowledge of: Research methods and data analysis techniques; Principles and practices of Human Resources; federal, state and local laws, regulations applicable to assigned area of responsibility; principles and practices of effective business communication; principles of business letter writing and report preparation; methods and equipment including multi-line phones, copiers, facsimile machines, and computers.

Required Skills and Abilities to: Gather relevant data, analyze problems, evaluate alternatives and make appropriate decisions and recommendations; understand, interpret, explain, and apply rules, regulations, policies, procedures and applicable local, state and federal laws in assigned area of responsibility; exercise independent judgment and initiative within established guidelines; present recommendations clearly and logically; communicate clearly and concisely both verbally and in writing; establish and maintain effective working relationships with those contacted in the course of work; operate office equipment including computers and supporting applications.

CERTIFICATES, LICENSES and REGISTRATIONS REQUIREMENTS

Job Title: Human Resources Analyst III
Job Code: YC32
Adopted: 10/05/08
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- Valid California Class C Driver License that allows you to drive in the course of your employment.

DESIRABLE QUALIFICATIONS

- Certified Benefits Professional
- Certified Employee Benefits Specialist
- Certified Financial Planner
- Certified Compensation Professional
- Professional Human Resources Certification

PHYSICAL DEMANDS/WORK ENVIRONMENT/VISION REQUIREMENTS

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered 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.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.

Vision Requirements: No special vision requirements.

This classification performs work that requires maintaining confidentiality and is routinely privy to matters that either involves confidential information, sensitive personnel issues, or exposure to confidential and sensitive strategic corporate information.