



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

HUMAN RESOURCES ANALYST II

Group: Human Resources	FLSA Status: Non-Exempt Bargaining Unit: ACE	Salary Grade: 42 Job Code #: YC31
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JOB SUMMARY

This is the intermediate level performing Human Resources Analyst II job duties.

DISTINGUISHING CHARACTERISTICS

Positions at this level are provided established procedures for doing the work and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application, and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred. The work consists of duties that involve related steps, processes, or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of and differences among a few easily recognizable situations. Actions to be taken or responses to be made differ in such things as the source of information, the kind of transactions or entries, or other differences of a factual nature. The work involves the execution of specific rules, regulations, or procedures and typically comprises a complete segment of an assignment or project of broader scope.

OVERSIGHT

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

Supervision Given: None

JOB DUTIES

GENERAL

1. Assists with routine human resources activities relating to an assigned area of responsibility in accordance with applicable human resources policies, procedures, methods and techniques.
2. Assists in performing the more routine analytical and administrative duties related to preparation of reports, and conducting analysis in assigned area of responsibility.
3. Assists in providing assigned human resources services, and reviewing new or unusual situations and work assignments with higher level human resources staff.
4. Assists in reviewing information and materials, and analyzing results for use in assigned area of responsibility.
5. May perform project management duties.
6. Assists in answering questions and researching questions when more complex information is requested.

7. Performs other related job duties as required.

BENEFITS

1. Ensures timely analysis, determination, administration and communication of eligibility events, family status changes, including COBRA compliance. Researches appropriate federal and state laws, and MWD rules and regulations.
2. Assists in responding to benefit inquiries regarding disability, deferred compensation, retirement, leave administration, health and voluntary benefits and various reimbursement programs. May provide information to Payroll, and retirement, health, benefits and employee service providers.
3. Reviews forms and other documentation for accuracy and completeness. Completes, and processes a variety of leave notification letters, collects manual benefits payments from employees on leave, membership, enrollment, change, termination, and claim forms; maintains reports, logs, and records.
4. Assists in researching, reconciling, and resolves benefits related enrollment and coverage issues.
5. May advise employees and retirees on benefit matters to ensure compliance with rules, policies and procedures. Advises enrollees on resolution of complaints regarding health and voluntary insurance coverage and benefits; assists in developing immediate solutions to emergency problems and expediting delivery of needed services.
6. Assists with making adjustments, creating, updating, inputting, and maintaining information in a Human Resources Information System and applicable databases.
7. Coordinates benefit programs and employee recognition, assists in developing action plans, communications, and benefits materials and/or awards.
8. Assists in conducting and completing benefits related surveys and studies.

CLASSIFICATION AND COMPENSATION

1. Assists with conducting 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. Assists with researching, compiling, analyzing, and interpreting market survey, organizational, occupational, comparator agency, or other data to respond to salary survey requests, conduct salary surveys, and prepare reports.
3. Interviews employees, supervisors and managers, conducts job observations, and/or focus group meetings to collect job and organizational data.
4. Assists with creating and revising classification specifications and/or job descriptions.

EQUAL EMPLOYMENT OPPORTUNITY

1. Assists in ensuring that all activities and objectives set forth in Equal Employment Opportunity and Affirmative Action programs are being realized.
2. Assists in disseminating information regarding Equal Employment Opportunity and Affirmative Action programs.
3. Assists with keeping managers, supervisors and employees informed of current Equal Employment Opportunity and Affirmative Action requirements.
4. Assists in recommending the establishment of new programs relating to Equal Employment Opportunity and Affirmative Action programs objectives and requirements with federal and state laws.
5. Assists in the analysis and collection of data pertaining to investigations of complaints and charges of discrimination, unlawful workplace harassment and retaliation to prevent violations of policy and federal and state laws.
6. Assists in monitoring and coordinating training pertinent to Equal Employment Opportunity and Affirmative Action programs.
7. Assists in the analysis and collection of data related to the preparation of the organization's affirmative action program.
8. Assists in the preparation of a variety of routine and ad hoc statistical reports as may be required for government reporting and internal monitoring of the progress of Equal Employment Opportunity and Affirmative Action programs. Assist in the collection and analysis of data related to various employment activities.

HUMAN RESOURCES INFORMATION SYSTEMS

1. Assists with providing orientation and technical training to primary and secondary Human Resources Information System users in system capabilities. Assists with creating training manuals and materials as appropriate.
2. Assists with updating the internal website by coordinating with functional owners and providing samples and suggestions for review and approval.
3. Assists with testing system upgrades; assists with evaluating the impacts and results of modifying applications and installing system upgrades on established reports, screens, and web applications.
4. Assists with modifying or updating application data, tables and reports during upgrade or conversion process from one system release to another.
5. Assists with developing reports based on customer requests.
6. Assists with auditing and reviewing the accuracy of employee data maintained in reports, systems or files.

7. Assists with inputting Human Resources data into various spreadsheets and systems.
8. Assists in formatting ad-hoc queries and reports based on customer requests or project needs.
9. Assists with providing recommendations on options available to address user needs; assists in developing specifications for new or modified applications considering data and work flows, logical processes, and reporting requirements.

TRAINING and DEVELOPMENT

1. Assists with designing, developing and implementing curriculum, action learning, training workshops and electronic learning to meet business needs.
2. Assists in preparing and coordinating training programs and e-learning, program materials, customer communications, venue logistics, utilizes learning management system to generate reports and analyze training data.
3. Assists in conducting research with subject matter experts and others as needed to define training content and to identify knowledge and skill gaps.
4. Assists with ongoing deployments of curriculum, workshops, and training content.
5. Assists with evaluating vendor performance and adherence to agreements.
6. Assists in conducting, monitoring, and evaluating training courses delivered in assigned area and drives appropriate follow-up activities.
7. Assists with managing project plans for successful implementation to include critical design milestones, business readiness, communications and deployment.
8. Assists with the administration of training processes and policies.
9. Coordinates training website design, content and maintenance.

RECRUITMENT

1. Assist in developing advertisements, job vacancy postings and other recruiting literature.
2. Assists in recruiting and evaluating applicant qualifications.
3. Informs applicants of job duties, working conditions, pay, benefits and promotional opportunities. Assists with the development of assessment materials and proctor interviews.
4. Assists with the development of assessment materials and proctor interviews.
5. Initiates background investigation requests and reviews results.
6. Assists in maintaining applicant tracking and other pertinent recruitment and selection information using Human Resources Information System.

7. Conducts reference checks and communicates results.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience:

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

Required Knowledge of: Techniques of data collection and research methods; principles of business letter writing and basic report preparation; methods and equipment including multi-line phones, copiers, facsimile machines, and computers.

Required Skills and Abilities to: Understand, and apply human resources rules, regulations, policies and procedures, and applicable local, state, and federal laws; review and complete detailed template letters, forms, and questionnaires, claims and surveys; identify and resolve problems in depth by analyzing and interpreting rules and regulations, and numerical data; 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

- 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.