

HUMAN RESOURCES/RISK MANAGEMENT ANALYST SERIES**Definition:**

Under general supervision performs a variety of professional, analytical, and technical administrative responsibilities in support of the City's human resources functions including labor and employee relations, benefits administration, and workers' compensation and liability/property/casualty program administration; provides staff assistance on a variety of human resources and/or risk management matters and performs related work as required.

Class Titles

**Human Resources/Risk Management Analyst I
Human Resources/Risk Management Analyst II
Senior Human Resources/Risk Management Analyst**

Essential Duties and Responsibilities:

Depending on area assigned, the following responsibilities and essential duties are performed on a frequent and recurring basis by an incumbent. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Participates in implementing and/or managing a variety of human resource and risk management related programs and activities including but not limited to labor and employee relations, benefits administration, and workers' compensation and liability/property/casualty program administration.

Participates in managing workers' compensation claims in progress, including monitoring performance of the third-party administrator, assisting with the investigation of questionable cases and claim settlement negotiations.

Conducts all phases of recruitment and selection activities including job flyer preparation, advertisement, application screening, test development and test administration.

Assists in managing the self-insured liability program and insured real/personal property protection programs including working with the City's insurance broker in the purchase and maintenance of needed insurance coverage.

Processes liability claims, assesses loss exposures, develops risk and loss control programs and provides assistance and information to employees, claimants and others.

Assists in managing group health and welfare benefits programs including processing insurance enrollments and changes, preparing benefit statements for payment, conducting Citywide open enrollment process, and providing assistance and information to employees and others.

Coordinates the industrial disability retirement program.

Directs, coordinates, and maintains the California Department of Transportation Drug Testing Program.

Conducts research, analyzes data, and prepares written and statistical reports for a variety of human resources and risk management administrative, operational and policy issues; analyzes alternatives and makes recommendations; discusses findings with management staff and prepares reports of study conclusions; oversees and assists in the implementation of findings.

Ensures compliance of department policies and procedures with applicable City, state, and federal regulations.

Responds to requests for information and assistance from officials, management staff, bargaining unit representatives, outside agencies, City employees and the public.

Reviews professional services agreements, contracts and permits for proper insurance requirements.

Conducts surveys and other studies; responds to survey requests from outside agencies.

Provides guidance and assistance to employees and management and supervisory staff regarding human resources/risk management policy interpretation, procedures, employee programs and related departmental projects/activities.

Assists with the coordination of the return-to-work and disability accommodation compliance programs and provides assistance and information to employees and others.

Assists in identifying risk problems; investigates, interprets, analyzes, and provides advice on risk/liability issues; recommends loss prevention strategies.

Stays knowledgeable of changes and developments in the field of Human Resources and/or Risk Management.

Plans, coordinates, and facilitates citywide training programs.

Provides staff assistance to the Human Resources Director and/or Human Resources Manager I/II.

Prepares correspondence and writes reports independently.

Attends a variety of meetings.

Assists with budget preparation and monitoring.

May participate in the labor negotiation process.

Makes oral and written presentations.

Monitors the work of assigned staff and provides direction as needed.

May participate in or represent the City at a variety of meetings or professional groups/associations including Joint Powers Authority boards.

Operates a personal computer and uses applicable software.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Lifts and moves boxes of records and other items weighing 30 pounds or less.

Drives a vehicle on City business.

Class Characteristics:

Human Resources/Risk Management Analyst Series is a multi-incumbent confidential series in the Human Resources Department that normally works under the general supervision of the department or division head. Incumbents perform tasks which require judgment, discretion and initiative and have technical, analytical, and administrative duties and responsibilities in various staff functions, including, but not limited to, the following:

Employee Benefits

Under general supervision performs a variety of work in the administration of the City's employee benefits program to include health plan liaison duties, monitoring leave programs and general group insurance and retirement program administration.

Liability

Under general supervision performs a variety of work in the administration of the City's liability claims program to include property, casualty and liability insurance and general risk management administration.

Personnel Services

Under general supervision performs a variety of work in the administration of the City's personnel management system to include classification and compensation studies, recruitment and selection, training and development and general employee and labor relations administration.

Workers' Compensation

Under general supervision performs a variety of work in the administration of the City's workers' compensation program to include handling of workers' compensation claims, safety and loss control programs, and general risk management administration as related to workers' compensation.

Human Resources/Risk Management Analyst I is an entry-level professional classification used for the purposes of recruiting and training in the general field of Human Resources and Risk Management. An incumbent may have limited experience and normally works under direct supervision performing the more routine duties assigned to this series.

Human Resources/Risk Management Analyst II is a journey level class within the series performing the full range of duties as assigned. Incumbents are experienced in and knowledgeable of general Human Resources and/or Risk Management administration and are assigned wider responsibilities, greater operating independence, and more difficult duties than a Human Resources/Risk Management Analyst I. A Human Resources/Risk Management Analyst II normally works under the general supervision of department or division head.

A Senior Human Resources/Risk Management Analyst is the advanced journey level class within the series and is fully trained and completely familiar with municipal Human Resources and/or Risk Management policies and procedures. Under limited supervision, a Senior Human Resources/Risk Management Analyst performs the most difficult and responsible types of duties assigned on an independent basis including oversight of a program or programs including leading, training, and reviewing the work of assigned staff.

Upon gaining the necessary knowledge, skills, and experience, as well as a current performance rating of "Exceeds Expectation" or better, and at least two years as a Human Resources/Risk Management Analyst I with the City of Fullerton, an incumbent at this level may be advanced to Human Resources/Risk Management Analyst II upon approval of the City Manager.

Upon gaining the necessary knowledge, skills, and experience, as well as a current performance rating of "Exceeds Expectation" or better, and at least two years of experience as a Human Resources/Risk Management Analyst II for the City of Fullerton, an incumbent at this level may be advanced to Senior Human Resources/Risk Management Analyst upon approval of the City Manager.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class include the following:

Knowledge of:

Principles of human resources and/or risk management administration

Applicable federal and state rules and regulations related to area assigned.

Techniques and methods of analysis and research.

Modern trends and legal issues in the field of human resources and risk management.

Basic methods and practices of statistical and general record-keeping.

Methods of making effective oral and written presentations.

English usage, spelling, grammar, and punctuation.

Conflict resolution techniques.

Techniques for providing a high level of customer service.

Modern office practices, methods and computer equipment and applications related to the work.

Depending on the area assigned, a Human Resources/Risk Management Analyst must also have knowledge of:

General knowledge of classification and compensation methods.

Recruitment and selection methods to include test development

California workers' compensation laws and claim practices and funding techniques.

California tort, liability, and employment laws, claim practices and funding techniques.

Municipal insurance coverage needs.

AND

Ability to:

Perform professional, technical, and analytical human resources and risk management administration work.

Conduct research and analysis and use independent judgment and initiative.

Interpret and apply applicable laws, regulations, labor agreements, policies and procedures.

Communicate effectively orally and in writing and make oral presentations to groups.

Maintain the confidentiality of sensitive data.

Assist in the training and evaluation of assigned staff.

Organize work and handle multiple deadlines and projects.

Assist with negotiating and administering human resources/risk management related contracts.

Analyze data, claims and complaints and recommend corrective actions as needed.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Interact effectively with others in the workplace.

Meet and serve the public with professionalism, courtesy, and tact.

Handle job stress and maintain composure in public settings.

Operate modern office equipment including computer equipment and applicable and specialized software.

Coordinate and oversee a comprehensive human resources or risk management program.

Plan and monitor recruitment/selection and classification/compensation functions.

Education and Experience:

Any combination of training and experience, which provides the required knowledge, skills, and abilities is considered qualifying. A typical way to obtain the required qualifications is:

A bachelor's degree from an accredited college or university in human resources, public administration, business administration or a closely related field

AND

Human Resources/Risk Management Analyst I:

One year of responsible experience in public sector human resources, risk management or a related field.

Human Resources/Risk Management Analyst II:

Two years of experience at the Human Resources/Risk Management Analyst I level or equivalent in a public sector setting.

Senior Human Resources/Risk Management Analyst:

Two years of experience at the Human Resources/Risk Management Analyst II level or equivalent in a public sector setting.

For all levels within the series, certification in human resources, payroll, benefits administration, labor relations, risk management, or a related field from an accredited college or university or recognized professional human resources or risk management organization is desirable and may be considered in lieu of education and/or experience.

Special Requirements - All classes in this Series:

Valid and appropriate California Driver License and acceptable driving record at time of appointment and throughout employment in this position. Employees in this classification will be enrolled in the Department of Motor Vehicles Government Employer Pull Notice Program.

Must be able to work a flexible schedule to accommodate City needs.

California Government Code §3100 – 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

Special Requirements - Senior Human Resources/Risk Management Analyst:

The City of Fullerton's Conflict of Interest Code requires that the Senior Human Resources/Risk Management Analyst file financial disclosure statements in accordance with state and local laws.

Physical Tasks and Working Conditions Include the Following:

Work is performed primarily in an office environment. Some work is performed on-site observing physical ability testing, employee duties/activities, and/or on-site inspections and investigations both in office and field settings. Office work requires sitting for periods of time and the use of a computer keyboard and screen. When performing on-site work the incumbent may stand and walk on slippery/uneven surfaces or slopes. Drive a vehicle on City business, and bend, twist, reach, grasp, lift, push, pull and drag boxes of files and records weighing 30 pounds or less. An incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation:

Human Resources/Risk Management Analyst I:	Non-Exempt
Human Resources/Risk Management Analyst II:	Exempt
Senior Human Resources/Risk Management Analyst:	Exempt

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