ASHEVILLE, NORTH CAROLINA

Classification Specification

Human Resources Business Analyst
Job Code: 3520
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to administer multiple human resources information technology systems, to conduct research and analysis of various departmental functions and operations, to develop and implement related technology solutions, and to supervise assigned staff.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and

provide technical expertise; provides progress and activity reports to manager; and updates and maintains department standard operating procedure manuals.

Administers multiple human resources information technology systems, including but not limited to human resource information system (HRIS), performance management, recruitment software, etc.: implements, updates and maintains user roles and security configuration; ensures data maintenance, integrity, and quality; and coordinates implementation and upgrade assigned systems with Information Technology Services department.

Researches, recommends, and implements methods to improve and streamline departmental processes using technology and/or process improvement: maps and evaluates current business processes to define business activities and to further develop procedures, models, and operational processes; and analyzes resources to design, develop, modify, enhance, and implement automated and non-automated solutions for refining business and management practices.

Assesses and implements levels of system functionality for the organization: audits and analyses current data and data flows; identifies and recommends areas of improvement; ensures clear, concise and accurate system documentation; provides training to department staff and end users regarding user functions, system utilization, and reporting; and coordinates the creating and testing new programs, functionality and reports.

Produces and distributes a variety of reports for business needs using various systems and tools: identifies, gathers, analyzes, and interprets departmental and citywide metrics; and creates and implements reporting capabilities to automate manual activities, improve processes, and enhance accuracy and efficiency.

Provides project management and project support related to assigned systems, departmental processes, database development, and other projects as assigned: directs and manages project teams in the development of plans, goals, objectives, policies, and procedures for completion of projects.

Maintains a current, comprehensive knowledge and awareness of applicable laws, regulations, principles, trends, and practices relating to human resources systems and business function administration and analysis; reads professional literature; maintains professional affiliations; and attends meetings, workshops, conferences, and training sessions as required.

Communicates with City officials, supervisor, subordinates, other City employees, third party service contractors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, personnel actions, invoices, performance evaluations, timesheets, requests for training/development, personnel documents, employment policies, operational documentation and procedures, workforce analysis, project documents , and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Master's Degree in Organizational Development, Statistics, or a related field required; supplemented by three years of experience in data and business process management and analysis; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.