CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Human Resources Information Systems (HRIS) Analyst** **E-TEAM**
SG:E2-7
DEPARTMENT: **Human Resources** **CS:N**
FLSA:N
SOC/EEO4CODE:13-1071/PR

JOB SUMMARY:

The Human Resources Information System Analyst is responsible for leading the selection, implementation, and ongoing support of the primary Human Resources Information System (HRIS) and other information systems for the Human Resources Department. The HRIS Analyst works collaboratively with payroll, benefits, information technology and Human Resources services staff to identify, design and implement innovative solutions and process improvements capable of meeting business needs. Applies a thorough knowledge of the business functions of the Human Resources Department and knowledge of software systems to analyze work processes, data requirements and reporting needs and coordinate the functional requirements of the department and technical solutions with Information Technology personnel. Develops Requests for Proposals (RFP's) and participates in evaluating and selecting new systems that meet the needs of the City. Develops strategies and processes for documentation, testing, seeking feedback from user groups, implementation, and training users.

Serves as a technical point-of-contact and works with assigned subject matter experts for functional areas in Human Resources and Information Technology to ensure efficient maintenance and operation of Human Resources systems, provide for optimum functionality, ensure data integrity and security, provide useful reports, assist with budgeting and forecasting for labor relations, and analyze data flows for process improvement opportunities. Organizes and assists with systems upgrades.

SUPERVISORY RELATIONSHIP:

Reports to the Human Resources Director and receives technical direction from the HRIS Senior Analyst. Works independently under general supervision and the guidance of applicable federal, State and local statutes, regulations, policies, procedures and contractual agreements. May receive guidance from and coordinate work with department managers and Human Resources Analysts. May serve as lead on assigned projects, including assigning work to project team members, providing feedback and input into performance appraisals. May supervise interns, work study students and volunteers.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Project and System Management: Serves as the Human Resources Department project manager for the selection, implementation and ongoing management of the primary Human Resources Information System and other information systems used by the department. Responsible for project development, planning, budget preparation and monitoring, testing, implementation, communication and training. Leads the development and implementation of business process improvements and related procedures. Develops implementation and communication plans. Drafts or revises related policies and procedures.

2. System Maintenance and Support: Serves as lead on an on-going basis for management and maintenance of the HRIS, including annual program planning and budgeting responsibilities. Develops plans and leads staff in the testing and implementation of system upgrades and modifications. Works with Information Technology staff and systems vendors to identify and implement upgrades. Assures modifications and upgrades are successfully tested before implementation to the live environment. Reports systems issues to systems vendors and works with vendors to resolve the issues. Documents processes and results.

3. Process Improvement: Recommends process/customer service improvements, innovative solutions, policy changes and/or major variations from established policy that must be approved by appropriate leadership prior to implementation. Serves as a key liaison with third parties and other stakeholders (e.g. Payroll, Benefits, Information Technology Staff). May provide overall project management for a given HR initiative.

4. Position Control and Wage Administration: Maintains job, position, and assignment data within the Payroll and HR Information Systems. Works with Finance, other Human Resources staff and City Departments to maintain accuracy and currency of authorized budgeted positions, assignments, wage placement and wage tables in the system.

5. Data Access and Security Management: Manages access to Human Resources data by establishing access criteria and security policies and procedures, authorizing access in accordance with criteria and maintaining records of access authorizations and non-disclosure agreements. Provides direction to Information Technology staff on system security configuration and setup of individual access.

6. System Procurement: Develops or contributes to the development of requests for proposals (RFP's). Reviews proposals or bids to ensure that vendors meet minimum requirements, provides an analysis of software systems, and leads or participates in the software selection process. Administers ongoing contracts with vendors and other service providers.

7. Producing Reports and Queries: Utilizes standard reporting tools to write, maintain and support a variety of reports or queries. Helps maintain data integrity in systems by running queries and analyzing data. Develops standard reports for ongoing customer needs and ad hoc queries as needed, working with staff to identify information requirements. Works with Information Technology staff to resolve complex reporting issues.

8. Workflow: Develops and documents workflow processes to create efficiency in the operation of HR Information Systems. Works with Information Technology staff to implement complex workflow processes.

9. Training: Plans and provides, or arranges training classes, for staff as needed on the use of Human Resource Information Systems. Includes initial training for new users, training on new processes or training to groups on specific functionality. Develops user procedures, guidelines and documentation.

10. Labor Relations Consulting: Consults with Human Resources staff on Labor Relations issues affecting the configuration and operation of Human Resources Information Systems. Identifies issues with proposed labor contract provisions and works with staff to find alternatives achievable within the capabilities and constraints of current and future systems. Queries HR information systems data and provides information to support labor negotiations, as assigned.

ADDITIONAL WORK PERFORMED:

1. Performs other related duties of a similar nature and level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Thorough knowledge of the principles, practices and current trends in HRIS and public HR administration including methodology employed in testing, recruitment, selection, interviewing, placement, classification, job analysis, performance management, salary administration, benefits, labor relations, employee training and organizational development, with a focus on applying key technologies to product and service development, delivery and support.
- A working knowledge of federal and State employment and labor law, Civil Service Rules, and City human resources policies and procedures and the ability to interpret for others complex guidelines, codes, labor contracts, regulations, policies and procedures.
- A working knowledge of Human Resource Information Systems and report writing tools such as Crystal Reports or similar.
- Application system projects, system maintenance, and support.
- Research methods, data collection and sampling techniques, and statistical analysis.

Skill in:

- Excellent oral communications skills with groups and individuals. Strong public presentation skills.
- Management skills including problem analysis and decision-making, strategic and project planning and organizing, interpersonal sensitivity, adaptability/flexibility, tolerance for ambiguity, stress tolerance, maintenance of composure, time management and the ability to solve problems with and for individuals and groups.
- Demonstrated skill in using spreadsheets, word processing, and database management software.
- Writing reports utilizing reporting tools such as Crystal Reports or similar reporting tools.
- Excellent writing skills for reports, correspondence, policies, training manuals, and other human resources applications.

Ability to:

- The ability to establish and maintain effective working relationships with department managers, public officials, employees and their representatives, and the general public.
- Explain and interpret for others complex guidelines, codes, regulations, policies and procedures.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Frequently remain stationary for long periods of time;
  - Frequently communicate accurate information and ideas with others.

WORKING ENVIRONMENT:

Work is performed primarily in an office setting with extensive time spent at a computer workstation either sitting or standing. Works in an environment with frequent interruptions. Some travel to professional meetings required.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, human resources, public or business administration or related field. An equivalent number of years of relevant work experience may substitute for education.
- Four years of experience in HRIS administration or Human Resources including working with a full range of HR programs and services such as recruitment and selection; classification and compensation; payroll; benefits; training and development; labor relations and performance management.
- One year of experience in project management and systems implementation.
- Demonstrated experience with Human Resource Information Systems and writing reports utilizing reporting tools such as Crystal Reports or similar.
- PHR/SPHR or SHRM-CP certification preferred.
- Certified Associate in Project Management (CAPM) preferred.

OR

- An equivalent combination of education and experience sufficient to provide the applicant with the skills, knowledge, and ability to successfully perform the essential functions of the job will be considered. Necessary knowledge, skills and abilities would include a thorough knowledge of HR processes and data, such as eligibility and enrollment rules, benefit procedures, payroll processes, relevant statutes and considerable knowledge and understanding of database design structure and processes and experience with database and reporting tools, HRIS functions and system implementation.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal background check.
- Occasional travel to conferences and training sessions may be required.

PREPARED BY: S. Elsner
HRIS Sponsor Team
2/08

REVIEWED BY: _____
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Human Resources Director

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6/23