



Senior Human Resources Analyst Training and Employee Engagement

DEFINITION

Uses a full range of professional and administration skills to perform the planning, coordination, development, and execution of District training and employee engagement programs and other related projects. The Senior Human Resources Analyst Training and Employee Engagement is responsible for designing, developing and delivering training solutions that meet the learning requirements of multiple audiences (e.g., individual contributors at the entry, journey, professional levels, and managers at the staff and executive levels) in a public sector setting. This position manages all aspects of the learning and development process inclusive of curriculum development, needs analysis, design, development, and outcome assessment. Content is implemented through various mediums, including e-Learning, video, webinars and instructor-led classes. This position manages employee engagement surveys, data and related programs and projects.

DISTINGUISHING CHARACTERISTICS

This is the senior (mid-manager) level class is distinguished from that of the Human Resources Analyst by the level of responsibility assumed, complexity of duties assigned, independence of action taken, and the amount of time spent performing the duties. The Senior Human Resources Analyst for Training and Employee Engagement will be assigned program responsibility for, employee performance evaluations, training and development and other HR activities, and provides high level technical support to management relative to performance issues, and other related employee relations matters. Individuals are expected to exercise considerable initiative and independent judgement in the day to day performance of their work. Strong verbal and written communication skills and analytical skills are essential in effectively carrying out the duties of this position. This class is distinguished from that of Human Resources Manager in that the latter has overall responsibility for administering human resources programs. This position receives general direction from the Human Resources Manager.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Conducts employee development activities such as conducting training needs assessments, researching and recommending external and internal training resources, developing and administering contracts for professional services, developing, conducting, and evaluating training programs.
- Consults with subject matter experts on the design and development of classroom and media-based training. Engage/collaborates with appropriate stakeholders and SMEs to

determine appropriate training content (e.g. products, processes, tools, skills needed). Research, benchmark and propose curriculum and engagement programs to meet current and future business needs of service-driven culture and work environment.

- Assesses individual, team, and organizational learning needs by analyzing information obtained from assessment tools, interviews, standard operating procedures, reports, complaints, other documents and/or consultations.
- Evaluates all components of training and education including curriculum effectiveness and relevance, trainer effectiveness, department utilization, metrics and outcome measures and other critical factors.
- Conducts research; performs detailed analyses; prepares a variety of reports and other written materials related to the District's staff development or other HR programs including employee engagement, and other special projects.
- Uses assessment tools & solicited feedback to provide recommendations to inform training and employee engagement projects and for updating and improving content, delivery methods & overall training program effectiveness.
- Coordinates cross-training internal staff between departments.
- Continuously reviews and updates New Employee Orientation and Onboarding Training for new staff to shape positive employee onboarding experience with continuous feedback.
- Develops and implement policies and procedures.
- Performs specialized and complex employee relations work relative to employee training and development, performance evaluations, and complaints.
- Manages the District's employee performance evaluation program.
- Participates in department budget preparation and administration, including assigned program areas; prepares cost estimates for budget recommendations; submit justifications for staff, supplies, and equipment, monitor and control expenditures.
- Acts as a technical resource to human resources staff on a variety of matters, including the performance evaluation system, mandate compliance and training and development. Serves as a backup for other human resource functions.
- Plans, organizes, directs and evaluates the work of assigned support staff.
- Builds and maintains positive working relationships with co-workers, other District employees, and the public, using principles of good customer service.
- Perform related duties as assigned.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Principles and practices of training, education and curriculum development targeted at all levels of an organization.
- Principles and practices of public human resources administration.
- Research methods, data collection, and statistical analysis, including survey and analysis techniques.
- Applicable Federal, State, and District codes, rules, regulations, and guidelines.
- Basic principles and practices related to supervision, training, and performance evaluations.
- Computer applications related to the work, including word processing, spreadsheet use, and data information and management systems and modern office practices and procedures.

Ability to:

- Effectively utilize various media and technologies for learning solution delivery, storage, and access.
- Facilitate, and co-facilitate.
- Stay current on industry trends and techniques as well as new or emerging practices and technologies.
- Assess and evaluate the results of employee development programs with detailed and comprehensive reports.
- Conduct employee, management and other organizational needs assessments and task analyses.
- Design, develop and deliver training programs.
- Prepare clear, concise reports and other written materials.
- Utilize and navigate a variety of computer applications including Learning Management Systems, recruitment and performance software and District software.
- Understand federal, state and local policies that impact training requirements.
- Provide professional-level support in complex, sensitive, or difficult human resources-related assignments requiring a high level of independent judgment, strong analytical skills, and sophisticated knowledge of applicable laws, regulations, and contractual agreements.
- Interpret, apply, and explain District and division policies and procedures.
- Collect, analyze, interpret and evaluate a variety of complex data.
- Provide lead supervision and technical support to human resources staff on a variety of personnel matters.
- Budget and effectively monitor expenditures of projects; assist in preparation of division budget.

- Recognize and resolve problems of a sensitive or political nature by analyzing situations, selecting alternatives, drawing sound conclusions, and projecting consequence of decisions and recommendations.
- Communicate clearly and concisely, both orally and in writing; make oral presentations to and conduct training for a variety of groups, including employees, committees, and, as assigned, the Board of Directors.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Follow applicable safety rules and regulations.
- Depending upon job assignment, drive a vehicle.
- Travel to alternative work locations and offsite meetings.

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Experience: Four years of progressively responsible professional human resources management experience with experience in educational design and curriculum development. Some experience in a public agency setting is preferred.
- Training: Equivalent to a Bachelor's degree from an accredited college or university with major course work in human resources, organizational development, public or business administration, or a related field. A Master's degree in human resources, public administration, or a related field is preferred.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."

LICENSES AND/OR CERTIFICATIONS

- Depending on job assignment, possession of or the ability to obtain an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, use standard office equipment such as a personal computer, word processing and data base software, calculator, a copy and/or fax machine; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time; operate office equipment requiring repetitive arm/hand movement

and/or the coordinated movement of more than one limb simultaneously. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses repetitive hand movement, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages weighing up to 10 to 25 pounds.

The noise level in the work environment is quiet to moderate noise. Position may require the ability to work overtime and weekends as needed.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: December 2023

Revised:

Approved by: Human Resources Manager