



Classification: Human Resources Analyst II

Title Code: V00232

Pay Range: 23

POSITION SUMMARY: This is professional personnel work of advanced difficulty, assisting in the personnel activities of the Human Resources Division. An employee in this classification performs a variety of specialized work in the personnel field. The employee must exercise independent judgment and discretion in contacts with Patrol employees, the general public, and personnel from state agencies and private organizations. General supervision is received from the immediate supervisor.

DESCRIPTION OF DUTIES PERFORMED: (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.):

Serves as liaison between the Human Resources Division and all Missouri State Highway Patrol components, to include management and command level employees, to provide assistance with job vacancies, policy and procedure questions, and general employment issues.

Serves as point-of-contact for applicants and current employees; answers employment related questions and directs individuals to available resources.

Coordinates job postings and selection processes for vacant positions to include: reviewing career opportunity bulletins, evaluating applications to determine eligibility, securing interview board members, composing interview questions, ensuring appearance requirements are met, tabulating and evaluating interview results and comments to ensure fairness, scoring and reviewing written examinations, and responsible for notification of results to appropriate personnel and applicants.

Examines and processes personnel action requests to determine conformity to established procedures and standards; drafts endorsements concerning appropriate action to be taken. This may include calculating payroll transactions, tracking authorized strength, determining assignment locations, analyzing employment background, etc.

Reviews current and potential employee's qualifications to determine appropriate classification and pay.

Conducts new employee orientation to include: ensuring all required documentation is completed, conducting or arranging for drug testing, ensuring employees are fingerprinted, providing a tour of the campus, and answering questions regarding benefits, policies, and procedures.

Ensures posting files and all related documents are maintained in accordance with the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA).

May assist with developing appropriate skills tests and/or exercises based on specific job duties and related qualifications as requested by components; assists in the validation process.

Assists with preparing written job descriptions detailing the essential functions and duties of each position; revising current job descriptions and creating new descriptions as a result of a job reclassification, allocation of a new position by the legislature, etc.; requests information from divisions and troops to ensure descriptions remain accurate.

Provides guidance to background investigators and reviews and approves background investigations for all uniform civilian and civilian new hires; may conduct background investigations as needed.

Conducts exit interviews with resigning employees to determine causes of resignations and receives information on recommendations to improve employee job satisfaction and working conditions; provides correspondence on any potential discriminatory practices or activities.

Conducts research and drafts correspondence in response to routine internal and external requests for information regarding employment issues.

Processes all claims for unemployment compensation; attends unemployment hearings, as necessary.

Assists with conducting job classification/reclassification and salary studies on existing employees by conducting research and gathering data for personnel developing recommendations on appropriate classification and pay.

Assists with conducting pay surveys for current and proposed job classifications as well as those requested by outside agencies by gathering data and formulating information for reporting purposes.

Assists with preparing and analyzing data for reports such as turnover rates, current vacancies, adverse impact, etc.

Maintains the division's job opportunity web and intranet sites.

Provides training to current employees on conducting interviews, background investigations, etc.

Assists with the development of applicable HR databases, i.e. on-line application system, FTE database, etc.; responsible for maintaining these databases and fielding all related questions.

Schedules polygraph examinations and reviews results for applicable classifications to maintain accreditation.

Maintains knowledge about employee benefits, such as health insurance, retirement, life insurance, deferred compensation, and cafeteria plan.

May assist with coordinating payroll issues by ensuring accurate amounts are reported and qualifying justification is provided.

May assist with coordinating and processing all necessary documentation for various employee programs to include: Tuition Reimbursement, Bring Your Child to Work Day, etc.

Attends meetings, seminars, conferences, training programs, etc. pertaining to work related issues.

May perform job-related travel to conduct interview boards, employee testing, salary and/or classification studies, and training as needed.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Working knowledge of the laws, principles, and practices of human resources (HR) with particular reference to classification, compensation, employee performance appraisal systems, recruitment, selection of employees, placement, retention, employee relations, Title VII, ADA, ADEA, Civil Rights Act, EEO Regulations, FLSA, FMLA, discrimination and harassment issues, etc.

Working knowledge of various HR issues and laws (i.e., grievance procedures, Affirmative Action, Equal Employment Opportunities, etc.).

Working knowledge of applicable statistical concepts and methods.

Working knowledge of personal computers and software (e.g., Microsoft Word, Excel, Lotus Notes, Internet, PowerPoint, SAM II HR, etc.).

Ability to process assignments associated with filling vacancies as detailed in the description of duties.

Possess excellent communications skills to include: proper and effective use of grammar, punctuation, and sentence structure.

Ability to research, gather, correlate, and analyze facts to process correspondence and assist with developing recommendations and/or solutions to issues.

Ability to work as a team member and positively interact with a variety of people, including administrative staff, employees, applicants, and the general public.

Ability to deal with a large amount of work within predetermined deadlines by prioritizing and organizing work.

Ability to deal effectively with stressful and adverse situations.

Ability to exercise judgment and discretion in the performance of duties.

Ability to learn patrol policies and procedures.

Ability to develop and conduct presentations, training programs, workshops, etc.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED: (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):

Possess a four-year degree in Human Resource Management, Personnel Administration, Public Administration, Business Administration, or closely related field (comparable work experience in a public or private personnel office in the areas of selection and/or retention may be substituted on a year-for-year basis for the required education).

AND

One year as a Human Resources Analyst I with the Missouri State Highway Patrol or comparable experience.

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FLSA STATUS: Non-Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.