



## Position Description

<b>Position Title:</b>	Human Resources Analyst	<b>Department:</b>	Human Resources
<b>Reports to:</b>	Vice President of Human Resources	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	January 2020

### Summary

The primary purpose of this position is to provide support for the Vice President of Human Resources (HR) by performing a variety of technical, administrative, and analytical human resources functions. Specific HR services may include staffing, compensation, benefits and wellness, training and development, employee relations, human resource information systems data tracking and reporting, and safety and risk. The incumbent also assists with recruitment activities.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Coordinates and administers various human resources programs within assigned area(s) of responsibility by performing duties, including: responding to personnel inquiries; maintaining databases of personnel data; researching and/or compiling data for reports; providing recommendations for program improvement; creating and updating department SOPs; and other related activities.
- Provides information and excellent customer service to employees, supervisors, managers, and the public regarding human resources policies and procedures; answers questions and provides information regarding personnel actions, employee records, and other related matters; works to resolve complaints efficiently and in a timely manner.
- Assists Vice President of Human Resources with conducting and documenting internal employee investigations. Works to address employee performance concerns including drafting and/or reviewing of Performance Improvement Plans ("PIP"). May review and provide input for performance appraisals.
- Provides support for activities related to federal and state laws and regulations governing human resources practices including but not limited to the Fair Labor Standards Act, Work Authorization and Employment Eligibility Verification, Family and Medical Leave Act and Americans with Disabilities Act.
- Administers CH employee benefit/retirement plans by coordinating new employee enrollment; facilitating enrollment upon employee qualifying events; coordinating the annual open enrollment process; maintaining benefits enrollment system and employee benefits records in appropriate systems; reconciling benefits invoices on a weekly, biweekly, and monthly basis and ledger records on a quarterly and annual basis in coordination with Finance staff; and coordinating the COBRA process for former employees and retirees to continue benefits after employment with CH.
- Works on various reconciliation reports, resolving differences between various types of human resources data. Maintains documentation relating to personnel activities such as staffing, recruitment, training, grievances, and disciplinary actions.
- Maintains various automated record-keeping and HRIS systems including, but not limited to, Automatic Data Processing (ADP) for all personnel actions, including new hires, reclassifications, reassignments, demotions, promotions, leave without pay, terminations, etc.



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- Maintains leaves of absence (LOA) reporting by preparing all LOA communications, including FMLA notices and certifications; coordinating interactions between FMLA and workers' compensation; maintaining physical and digital records of LOA; creates LOA reports on a regular and on-demand basis.
- Coordinates the recruitment efforts for managers, administrative and hourly employees. Reviews qualifications of potential candidates responding to job postings and facilitates the selection process. Supports recruiting efforts by attending job fairs, and college recruiting fairs. Arranges for advertising and posting of job vacancies, and notifies eligible workers of position availability. Maintains documentation in accordance with requirements.
- Assists with developing training material for, and delivers training on, a variety of HR topics, including but not limited to; Performance Management, Labor Law Compliance, Sexual Harassment Prevention, Interviewing, and Leadership Skills.
- Assists in evaluation of reports, decisions, and results of department in relation to established goals. Recommends new approaches, policies, and procedures to effect continual improvements in efficiency of department and services performed.
- Keeps abreast of the new legal issues in the federal and state HR arenas; stays mindful of acceptable legal practices in the daily work place and diligently enforces policies in a manner consistent with the laws.
- Creates and makes recommendations to HR forms and is involved in reviewing and updating HR policies and procedures to improve and/or comply with new or emerging public policy or law.
- Completes special projects deemed appropriate that are assigned by of the Vice President of Human Resources or executive management.
- Participates in new HR initiatives and activities.
- Performs other related duties as assigned.

## Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

**Job Knowledge:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

**Commitment:** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

**Customer Service:** Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

**Effective Communication:** Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.



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***Initiative:*** Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

***Responsiveness and Accountability:*** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

***Teamwork:*** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

## Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Experience identifying problems, reviewing related information, developing and evaluating options and implementing solutions.
- Working knowledge of employment practices, as well as principles, procedures and concepts for personnel recruitment, selection, placement, training, compensation, and negotiation.
- Strong ability to provide internal/external placement services to recruit for highly specialized and hard-to-fill positions.
- Extensive knowledge of wage-and-hour laws and regulations, including maintenance, recordkeeping, and reporting requirements.
- Ability to conduct and synthesize research to assist management in creating or adjusting policies and procedures.
- Proven skills in administering and analyzing benefit plans.
- Proven skills in analyzing data and developing meaningful reports.
- Proven database management, customer service, and administration skills.
- Ability to maintain confidentiality regarding sensitive employment issues and perform duties with a high degree of judgment and discretion.
- Proven ability to work effectively in a team environment with associates; capability of effective planning and priority setting; ability to manage several complex projects simultaneously while working under pressure to meet deadlines.
- Ability to communicate effectively both orally and in writing.
- Extensive knowledge with human resources information systems.
- Ability to plan, promote, and evaluate CH's goals, objectives, departmental and CH plans, and other initiatives.
- Ability to orient other employees and to explain organizational policies, rules, regulations, and procedures.

## Education and/or Experience

Bachelor's Degree in Human Resources or related field and a minimum of five (5) years of generalist / administrative / management experience in human resources. An equivalent combination of education, training, and experience that provides the desired knowledge, skills, and abilities may be considered.



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Some positions may require possession of a valid driver's license and the ability to be insurable under CH's automobile insurance plan at the standard rate.

### Technical Skills

To perform this job successfully, the employee should have exemplary computer skills (e.g. HRIS, MS Word, Excel including PivotTables, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

## Read and Acknowledged

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**Employee Signature**

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**Date**

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**Employee Name [printed]**