



ORANGE COUNTY FIRE AUTHORITY AGENDA

Human Resources Committee Meeting

Tuesday, July 11, 2017

12:00 Noon

Orange County Fire Authority Regional Fire Operations and Training Center

1 Fire Authority Road

Room AE117

Irvine, California 92602

Noel Hatch, Chair

Al Murray, Vice Chair

Laurie Davies Gene Hernandez Rob Johnson Dave Shawver

This Agenda contains a brief general description of each item to be considered. Except as otherwise provided by law, no action or discussion shall be taken on any item not appearing on the following Agenda. Unless legally privileged, all supporting documents, including staff reports, and any writings or documents provided to a majority of the Human Resources Committee after the posting of this agenda are available for review at the Orange County Fire Authority Regional Fire Operations & Training Center, 1 Fire Authority Road, Irvine, CA 92602 or you may contact Sherry A.F. Wentz, Clerk of the Authority, at (714) 573-6040 Monday through Thursday, and every other Friday from 8 a.m. to 5 p.m. and available online at <http://www.ocfa.org>

If you wish to speak before the Human Resources Committee, please complete a Speaker Form identifying which item(s) you wish to address. Please return the completed form to the Clerk of the Authority. Speaker Forms are available on the counter noted in the meeting room.



In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, you should contact the Clerk of the Authority at (714) 573-6040. Notification 48 hours prior to the meeting will enable the Authority to make reasonable arrangements to assure accessibility to the meeting.

CALL TO ORDER

PLEDGE OF ALLEGIANCE by Vice Chair Murray

ROLL CALL

PUBLIC COMMENTS

Any member of the public may address the Committee on items within the Committee's subject matter jurisdiction but which are not listed on this agenda during PUBLIC COMMENTS. However, no action may be taken on matters that are not part of the posted agenda. We request comments made on the agenda be made at the time the item is considered and that comments be limited to three minutes per person. Please address your comments to the Committee as a whole, and do not engage in dialogue with individual Committee Members, Authority staff, or members of the audience.

1. PRESENTATIONS

A. Recruiting Program Update

Presented by: Brigitte Gibb, Human Resources Director

Recommended Action:

Receive presentation.

B. Promotional Processes Update

Presented by: Brigitte Gibb, Human Resources Director

Recommended Action:

Receive presentation.

2. MINUTES

A. Minutes from the April 4, 2017, Regular Human Resources Committee Meeting

Submitted by: Sherry Wentz, Clerk of the Authority

Recommended Action:

Approve as submitted.

3. CONSENT CALENDAR

A. Quarterly Human Resources Accomplishment/Project Update

Submitted by: Brigitte Gibb, Human Resources Director

Recommended Action:

Receive and file the report.

4. DISCUSSION CALENDAR

A. Master Position Control Revision for Human Resources Manager

Submitted by Brigitte Gibb, Human Resources Director

Recommended Action:

Review the proposed agenda item and direct staff to place the item on the agenda for the Board of Directors meeting of July 27, 2017, with the Human Resources Committee's recommendation that the Board of Directors:

1. Approve the addition of one Human Resources Manager position to the Master Position Control.
2. Approve a budget adjustment increasing appropriations in the FY 2017/18 General Fund (121) Budget by \$253,681 to fund the additional Human Resources Manager.

B. Master Position Control Revision for Emergency Command Center Positions

Submitted by Dave Anderson, Assistant Chief/Support Services Department

Recommended Action:

Review the proposed agenda item and direct staff to place the item on the agenda for the Board of Directors meeting of July 27, 2017, with the Human Resources Committee's recommendation that the Board of Directors:

1. Approve freezing one Senior Fire Communications Supervisor position on the Master Position Control.
2. Approve converting three part-time Fire Communications Supervisor positions to full-time on the Master Position Control.
3. Approve a budget adjustment decreasing appropriations in the FY 2017/18 General Fund (121) Budget by \$27,457.

C. New/Revised Classification Specifications for Human Resources Specialists and Analyst Series

Submitted by Brigitte Gibb, Human Resources Director

Recommended Action:

Review the proposed agenda item and direct staff to place the item on the agenda for the Executive Committee meeting of July 27, 2017, with the Human Resources Committee's recommendation that the Executive Committee:

1. Approve elimination of the Human Resources Analyst classification.
2. Approve adoption of the revised classification specifications for Human Resources Specialist, Senior Human Resources Specialist, and Senior Human Resources Analyst.
3. Approve the establishment of the Human Resources Analyst I and Human Resources Analyst II classifications, with corresponding salary ranges.
4. Direct staff to include these modifications in the March mid-year budget adjustment.

COMMENTS**HUMAN RESOURCES DIRECTOR'S COMMENTS****LEGAL COUNSEL'S COMMENTS****COMMITTEE MEMBER COMMENTS****CLOSED SESSION****CS1. CONFERENCE WITH LEGAL COUNSEL-ANTICIPATED LITIGATION**

Authority: Government Code Section 54956.9(b) – Significant Exposure to Litigation (30 Cases)

CLOSED SESSION REPORT

ADJOURNMENT – The next regular meeting of the Human Resources Committee will be October 3, 2017, at 12 noon.

AFFIDAVIT OF POSTING

I hereby certify under penalty of perjury under the laws of the State of California, that the foregoing Agenda was posted in the lobby, front gate public display case, and website of the Orange County Fire Authority, Regional Fire Training and Operations Center, 1 Fire Authority Road, Irvine, CA, not less than 72 hours prior to the meeting. Dated this 6th day of July 2017.

Sherry A.F. Wentz, CMC
Clerk of the Authority

UPCOMING MEETINGS:

Budget and Finance Committee Meeting (Cancelled)	Wednesday, July 12, 2017, 12:00 noon
Claims Settlement Committee Meeting	Thursday, July 27, 2017, 5:00 p.m.
Executive Committee Meeting	Thursday, July 27, 2017, 5:30 p.m.
Board of Directors Meeting	Thursday, July 27, 2017, 6:00 p.m.

Recruitment Outreach

Human Resources Committee

July 11, 2017

Prepared by Human Resources



Recruitment Outreach Goal

Recruit for Maximum Workplace Diversity
while upholding OCFA's reputation as
destination Fire Department and
recruiting candidates most likely to
succeed.

Preliminary Research Activities

- Participated in CalJACS Workshop.
- Collected a host of ideas offered by both 3631 and the Fire Chief.
- Learned about the outreach programs undertaken by other Fire agencies.



OCFA Recruiting Team

**Human Resources
Manager**

Tamaryn Boston

Battalion Chief
Mike Summers

**Sr. Human
Resources Analyst**
Duke Steppe

**Human Resources
Analyst**
Kim Steere



Marketing

- Candidate outreach via social media with “Becoming an OCFA Firefighter” Brand.
 - YouTube.com, Facebook, Instagram, Twitter, Linked In
- Branded video posts / photos of OCFA Firefighters.
 - Video job announcements
- Consider Firefighter Career Expo hosted by OCFA targeting diversity.



Targeted Recruitment

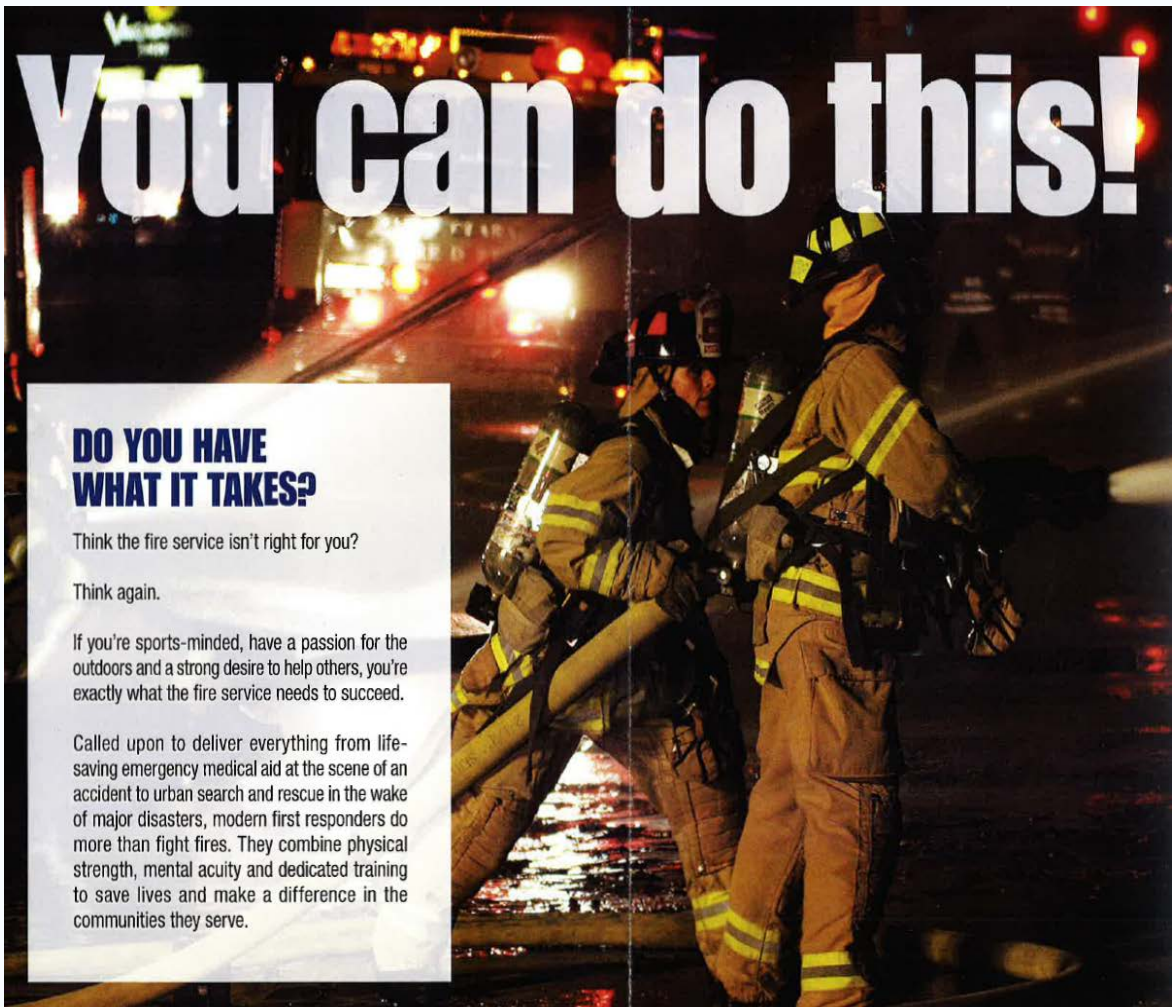
- Military personnel / Veterans
- Athletes
 - Colleges and universities
 - Professional sports leagues
- Job seekers in diverse communities of Orange County



Targeted Recruitment Flyers



If you can do this...



You can do this!

**DO YOU HAVE
WHAT IT TAKES?**

Think the fire service isn't right for you?

Think again.

If you're sports-minded, have a passion for the outdoors and a strong desire to help others, you're exactly what the fire service needs to succeed.

Called upon to deliver everything from life-saving emergency medical aid at the scene of an accident to urban search and rescue in the wake of major disasters, modern first responders do more than fight fires. They combine physical strength, mental acuity and dedicated training to save lives and make a difference in the communities they serve.

Targeted Recruitment Flyers



Enhance OCFA's Selection Process

- Implement multiple entry portals
 - Firefighter Trainee (Academy Grad, EMT, No Exp.)
 - Firefighter Trainee/Paramedic
 - Lateral Firefighter/Paramedic
- Remove potential barriers in the **application** process, for example:
 - Longer application period / continuous recruitments.
 - Implement duplication / follow-up notices.

Enhance OCFA's Selection Process

- Remove potential barriers in the **examination** process, for example:
 - Selection process prep classes.
 - Biddle exam at end of selection process.
- Analyze results of all examination processes to determine if there is a disparate impact to any groups of candidates.
- Explore academy prep classes.
- Select highly energized selection panels who will champion diversity.

Questions?



Safety Promotional Process

Human Resources Committee

July 11, 2017

Prepared by Human Resources



OCFA Safety Promotions Overview of Changes

OLD PROCESS	CURRENT PROCESS
<p><u>Candidate Qualifications:</u></p> <ul style="list-style-type: none">• FC: Candidate could make eligibility list without possessing all of the required certifications.• BC: Candidate had to possess all qualifications at time of established eligibility list / at time of entry.	<p><u>Candidate Qualifications:</u> (FC & BC)</p> <ul style="list-style-type: none">• Candidate must possess all of the required experience and certifications at time of application.
<p><u>Candidate Preparation:</u></p> <ul style="list-style-type: none">• Candidates were provided with substantial list of suggested study manuals/books to prepare for written exam.• Preparation included extensive self-study and basic preparatory classes.	<p><u>Candidate Preparation:</u></p> <p>FAE:</p> <p>Three (3) FAE Development Classes and Manipulative Preparatory Classes required <i>before</i> examination.</p> <p>FC & BC:</p> <ul style="list-style-type: none">• Study/reference materials reduced to core principles and procedures; all study materials are available to candidates electronically.• Training/preparation classes are held on writing skills, public speaking, simulator exercises, etc.

OCFA Safety Promotions Overview of Changes

OLD PROCESS	CURRENT PROCESS	FUTURE CONSIDERATIONS
<p>(FC) <u>Testing Components:</u></p> <ol style="list-style-type: none"><u>Written Exam</u> Pass point: 70%<u>Assessment Center</u> Pass point was 70% total combined score from four assessment components (allowed candidate to fail one or more components and still be placed on eligible list).	<p>(FC) <u>Testing Components:</u></p> <ol style="list-style-type: none"><u>Written Exam</u> Candidates complete a written examination as first component of process. Must pass written exam to be invited to assessment center.<u>Assessment Center</u> Candidates must receive a passing score in ALL components of assessment center.<u>Management Evaluation</u> Consists of a two year review of previous performance evaluations, and 360 degree assessment is included in interview questions.	<p>(FC) <u>Testing Components:</u></p> <ul style="list-style-type: none">Minimal screening / selection criteria to enter Academy.Promotions based on Academy ranking.

OCFA Safety Promotions Overview of Changes

OLD PROCESS	CURRENT PROCESS	FUTURE CONSIDERATIONS
<p>(BC) <u>Testing Components:</u></p> <ol style="list-style-type: none"> <u>Written Exam</u> Pass point was 65% <u>Assessment Center</u> Pass point was 70% total combined score from five assessment components (allowed candidate to fail one or more components and still be placed on eligible list) <u>Tactical Simulator</u> Simulator was last component of examination process. 	<p>(BC) <u>Testing Components:</u></p> <ol style="list-style-type: none"> <u>Tactical Simulator:</u> All candidates participate in the Dynamic and Static simulator as first selection component. Must pass each component of tactical simulator with score of 70%. <u>Assessment Center</u> Candidates must receive a passing score of 70% in each component of assessment center (includes written exam). <u>Management Evaluation</u> Consists of a two year review of previous performance evaluations, 360 degree assessment, resume review, and oral interview with Assistant Chiefs/Division Chiefs (all must be scored 70%+). 	<p>(BC) <u>Testing Components:</u></p> <ul style="list-style-type: none"> Minimal screening / selection criteria to enter Academy. Promotions based on Academy ranking.

OCFA Safety Promotions Overview of Changes

OLD PROCESS	CURRENT PROCESS	FUTURE CONSIDERATIONS
<u>Eligible List: (FC & BC)</u> <ul style="list-style-type: none"> Multiple eligible lists existed at one time. Candidates were promoted in any order. List could be depleted prior to expiration with names remaining. 	<u>Eligible List: (FC & BC)</u> <ul style="list-style-type: none"> Candidates are promoted in rank order. 	
<u>Post Recruitment and Selection Process:</u> Feedback was provided by notes via phone call or optional one-on-one meeting with Human Resources staff.	<u>Post Recruitment and Selection Process: (FC & BC)</u> <ul style="list-style-type: none"> Candidate strengths/weaknesses are documented during the process for the purpose of providing feedback. Candidates are provided one-on-one feedback from Operations and HR. Group feedback regarding the process. 	



Questions?



MINUTES ORANGE COUNTY FIRE AUTHORITY

Human Resources Committee Meeting

Tuesday, April 4, 2017

12:00 Noon

Regional Fire Operations and Training Center

Room AE117

1 Fire Authority Road

Irvine, CA 92602

CALL TO ORDER

A regular meeting of the Orange County Fire Authority Human Resources Committee was called to order on April 4, 2017, at 12:01 p.m. by Chair Shawver.

PLEDGE OF ALLEGIANCE

Director Murray led the assembly in the Pledge of Allegiance to our Flag.

ROLL CALL

Present: Laurie Davies, Laguna Niguel
Noel Hatch, Laguna Woods
Gene Hernandez, Yorba Linda
Rob Johnson, Cypress
Al Murray, Tustin
David Shawver, Stanton

Absent: None

Also present were:

Fire Chief Jeff Bowman
Assistant Chief Lori Zeller
Assistant Chief Mike Schroeder
Assistant Chief Dave Anderson
Legal Counsel Barbara Raileanu

Assistant Chief Brian Young
Assistant Chief Lori Smith
Assistant Chief Dave Thomas
Human Resources Director Brigette Gibb
Clerk of the Authority Sherry Wentz

PUBLIC COMMENTS (F: 12.02D3)

Chair Shawver opened the Public Comments portion of the meeting. Chair Shawver closed the Public Comments portion of the meeting without any comments.

1. PRESENTATIONS

A. Workers' Compensation Basics and Facts (F: 18.10A2)

Human Resources Worker's Compensation Manager Rhonda Haynes presented a PowerPoint presentation for Workers' Compensation Basics and Facts.

Director Davies arrived at this point (12:09 p.m.).

Stephen Wontrobski, Mission Viejo resident, opposed the presentation and requested a complete audit of the program.

2. MINUTES

A. Minutes from the January 3, 2017, Regular Human Resources Committee Meeting (F: 12.02D2)

On motion of Director Johnson and second by Director Murray, the Human Resources Committee voted unanimously by those present to approve the Minutes of the January 3, 2017, meeting as submitted.

3. CONSENT CALENDAR

A. 2016 Annual Anonymous Hotline Report (F: 17.18)

On motion of Director Murray and second by Director Hernandez, the Human Resources Committee voted unanimously by those present to receive and file the report.

B. Quarterly Human Resources Accomplishment/Project Update (F: 17.10J4)

On motion of Director Murray and second by Director Hernandez, the Human Resources Committee voted unanimously by those present to receive and file the report.

4. DISCUSSION CALENDAR

No items.

COMMENTS

HUMAN RESOURCES DIRECTOR'S COMMENTS (F: 12.02D4)

Human Resources Director Brigitte Gibb provided highlights on recruitments, Professional Standards Unit update, and the Lexipol project, and introduced Tamaryn Boston, the new Human Resources Manager.

LEGAL COUNSEL'S COMMENTS (F: 12.02D7)

Legal Counsel Barbara Raileanu offered no comments.

COMMITTEE MEMBER COMMENTS (F: 12.02D4)

Director Murray thanked Assistant Chief Dave Thomas for his services and wished him well in his retirement.

Chair Shawver noted he enjoyed his service as Chair of the Human Resources Committee and commended Human Resources Director Brigitte Gibb on her accomplishments.

ELECTION OF COMMITTEE CHAIR/VICE CHAIR

Chair Shawver opened the nominations for Chair of the Human Resources Committee.

Chair Shawver nominated Director Hatch with second by Director Murray.

There were no additional nominations.

On motion of Director Johnson and second by Director Murray, the Committee voted to elect Director Hatch as Chair by acclamation for the ensuing term. Motion carried unanimously.

Chair Shawver opened the nominations for Vice Chair of the Human Resources Committee.

Director Hernandez nominated Director Murray with second by Chair Shawver.

There were no additional nominations.

On motion of Director Davies and second by Director Johnson, the Committee voted to elect Director Murray as Vice Chair by acclamation for the ensuing term. Motion carried unanimously.

CLOSED SESSION (F: 12.02D5)

General Counsel Barbara Raileanu reported the Human Resources Committee would be convening to Closed Session to consider the matter on the Agenda identified as CS1, Conference with Legal Counsel-Anticipated Litigation and CS2, Public Employee Discipline/Dismissal/Release.

Chair Hatch recessed the meeting to Closed Session at 1:08 p.m.

CS1. CONFERENCE WITH LEGAL COUNSEL–ANTICIPATED LITIGATION

Authority: Government Code Section 54956.9(b) – Significant Exposure to Litigation
(38 CASES)

CS2. PUBLIC EMPLOYEE DISCIPLINE/DISMISSAL/RELEASE

Authority: Government Code Section 54957(b)
(1 Case)

Chair Hatch reconvened the meeting from Closed Session at 1:35 p.m. with all members present.

CLOSED SESSION REPORT (F: 12.02D5)

Legal Counsel Barbara Raileanu stated there were no reportable actions.

ADJOURNMENT – Chair Hatch adjourned the meeting at 1:36 p.m. The next regular meeting of the Human Resources Committee will be July 11, 2017, at 12 noon.

Sherry A.F. Wentz, CMC
Clerk of the Authority



Orange County Fire Authority
AGENDA STAFF REPORT

Human Resources Committee Meeting
July 11, 2017

Agenda Item No. 3A
Consent Calendar

Quarterly Human Resources Accomplishment/Project Update

Contact(s) for Further Information

Brigitte Gibb, Human Resources Director bridgettegibb@ocfa.org 714.573.6353
Human Resources Division

Jonathan Wilby, Risk Manager jonathanwilby@ocfa.org 714.573.6832

Summary

This routine agenda item is submitted to provide the Human Resources Committee with a quarterly update on high priority projects within Human Resources.

Prior Board/Committee Action

Not Applicable.

RECOMMENDED ACTION(S)

Receive and file the report.

Impact to Cities/County

Not Applicable.

Fiscal Impact

Not Applicable.

Background

Human Resources is comprised of two sections: 1) Employee Relations & Benefits; and 2) Risk Management. Employee Relations & Benefits is responsible for the following HR functions: classification and compensation, employee benefits, employee and labor relations, Human Resources Information System (HRIS), and recruitment and selection, and Risk Management is responsible for: worker's compensation, occupational health and safety, general liability and insurance, and security.

Attachment(s)

1. Employee Relations & Benefits Accomplishment/Project Update – FY 2016/17 and FY 2015/16
2. Risk Management/Workers' Compensation Accomplishment/Project Update – FY 2016/17 and FY 2015/16

FY 2016/17 PROJECTS - EMPLOYEE RELATIONS & BENEFITS		STATUS	Not Started
RECRUITMENT			In Progress
46	Created Job Bulletins for all Firefighter Entry Points		Completed
47	Document Process for Safety Criminal Backgrounds		
48	Evaluate Professional Staff Recruitment Processes		
49	Hired HR Analyst - Recruitment		
50	Implement Enhancements to Professional Staff Recruitment Processes		
51	Implement NEOGOV PE (Performance Evaluation Software)		
52	Obtained Professional Services Agreements for Administrative Investigations		
53	Recruit Student Athletes for Firefighter Trainees		
54	Researched Pre-Employment Psychological Exams		
EMPLOYEE & LABOR RELATIONS			
55	Adopt PSU Mission Statement		
56	Create DOJ Policy for Livescan		
57	Create FBOR Pocket Card for Supervisors		
58	Created PSU		
59	Develop/Revise Classification and Compensation Plan		
60	Develop/Update Key Conduct Policies		
61	Document Process for Assigning Sexual Harassment (prevention) Training		
62	Document Processes for Probationary Rejections		
63	Establish Guideline for EMS and Personnel Files and Supervisor's Logs		
64	Evaluate PSU Tracking Software		
65	Obtained Professional Services Agreements for Pre-Employment Backgrounds		
66	Provide AB1825 (Sexual Harassment Prevention) Training		
67	Provide Training on Coaching and Counseling		
68	Provide Training on Documenting Performance		
BENEFITS			
69	Adopt ACA Look Back Safe Harbor Policies		
70	Analyze 3631 Healthcare Agreement for ACA Compliance		
71	Analyze ACA Cadillac Tax on OCFA Affordability		
72	Hire PT Extra Help Accountant		
73	Solution to Ensure Extra Help Employees Comply w/ACA		
74	Research Benefits Options for Board Members as Employees		
75	Provide On Site Supervisory and Staff Training Through EAP		
76	Provide Introduction to EAP Training		
77	File IRS ACA Reporting		
78	Establish Contract to Convert Permanent Records from Database to PDF Format		
MISC.			
79	Create HR Succession Plan		
80	Trained all key HR Staff on Interactive Processes		

FY 2015/16 ACCOMPLISHMENTS - EMPLOYEE RELATIONS & BENEFITS		STATUS	Not Started
RECRUITMENT			In Progress
1	Created Employment Letter Templates		Completed
2	Created Selection Complaint Form		
3	Established Automatic Disqualifiers for Firefighter Trainee Candidates		
4	Held Open House for Student Athletes		
5	Recruited Student Athletes for Firefighter Trainees		
6	Updated NEOGOV Recruitment Notice Templates		
EMPLOYEE & LABOR RELATIONS			
7	Collected Past Due Performance Evaluations		
8	Documented Seniority List Procedures with 3631		
9	Drafted Templates for Employee Relations Documents		
10	Hosted Multiple Employee Relations Webinars (presented by legal counsel)		
11	Identified Bilingual Paid Employees & Posted to OCFA Intranet		
12	Posted all Mandatory Employment Posters		
13	Presented HR Information at New Employee Orientation		
14	Presented Multiple Sessions of Documentation/Coaching Training		
15	Presented Multiple FBOR and AB1825 (Sexual Harassment) Training		
16	Presented Multiple Sessions of Progressive Discipline Training		
17	Supervisors		
18	Tracked Employee Relations Issues		
HRIS			
19	Completed Testing for HRIS (Banner) Upgrade		
20	Created Audit Process for Bi-Weekly Pay Period Transactions		
21	Documented Employment Verification Process		
BENEFITS			
22	Coordinated a Presentation by the OC Credit Union at New Employee Orientation		
23	Created Benefits Webpage on OCFA Intranet (theHive)		
24	Drafted (with legal counsel) ACA Look Back Safe Harbor Policies		
25	Filed IRS ACA Reporting		
26	Implemented Healthy Workplace Healthy Family Paid Sick Leave Act		
27	Increased Insurance Coverage to Comply with MOUs and P&SR		
28	Paid Reserve Firefighter Invoices from 2014		
29	Provided FMLA Training to Community Risk Reduction Supervisors		
30	Resolved Electronic Approval Issue in HRIS (Banner)		
31	Resolved Life Insurance Calculation Error in Banner		
32	Revised Employee Exit Process		
33	Revised Employee Exit Survey (Survey Monkey)		
34	Revised Tuition Reimbursement Form and Guideline		
35	Scanned all Insurance Beneficiary Forms for Electronic Record Keeping		
36	Scanned Separated Employee Files		

37	Separated Benefits Docs from Personnel File	
38	Set-up Electronic Personnel Files	
39	Simplified Open Enrollment Process	
40	Updated HR's Leave Processes (e.g. FMLA, CFRA, etc.)	
41	Trained HR Staff in HRIS (Banner)	
MISC.		
42	Cross Trained HR Staff	
43	Hired HR Analyst (Recruitment)	
44	Hired PT Extra Help Accountant	
45	Reorganized Reporting Relationships in HR	

FY 2016/17 PROJECTS - RISK MANAGEMENT		STATUS	Not Started
WORKERS' COMPENSATION			In Progress
40	Oversee review of workers' compensation injury analysis (accident cost reduction effort) to reduce annual claims, annual expenses, and backfill costs		Completed
GENERAL LIABILITY			
41	Evaluate the potential use of certificate of insurance tracking software		
OCCUPATIONAL SAFETY & HEALTH			
42	Oversee an active shooter incident (ASI) drill for Board of Directors		
43	Establish program to addresses impact of post-traumatic stress disorder (PTSD) in OCFA personnel		
44	Implement cancer prevention controls identified by Firefighter Safety Workgroup		
ENVIRONMENTAL			
45	Hire and onboard Environmental, Health, and Safety Specialist		
46	Implement Spill Prevention Control & Countermeasures Training		
SECURITY			
47	Implement Board Room physical security enhancements		

FY 2015/16 ACCOMPLISHMENTS - RISK MANAGEMENT		STATUS	Not Started
WORKERS' COMPENSATION			In Progress
1	Decreased current liabilities for FY 2016/17 by \$600,606 and long-term liabilities by \$1,176,045		Completed
2	Decreased open claims from 876 to 725		
3	Authorized 79 claim settlement requests		
4	Increased occupational clinic utilization from 56.5% to 60.9%		
5	Increased pharmacy benefit management (PBM) program utilization from 55.6% to 77.1%		
6	Enhanced transitional return to work program; returned 86.67% of eligible employees to light duty position		
7	Visited occupational clinics ensuring they continue to meet OCFA standards		
8	Conducted monthly claims audits with third party administrator (TPA)		
9	On monthly basis, discussed workers' compensation issues and strengthen relationships w/3631		
10	Conducted quarterly meetings with Local 3631 to discuss progress of the alternative dispute resolution (ADR) program		
11	Conducted quarterly claims status meetings with TPA		
12	Developed injury trend analysis report to be used to reduce frequency and severity of injuries		
13	Transitioned tail end insurance claims from CCMSI to CorVel Corporation		
GENERAL LIABILITY			
14	Completed 2016/17 insurance renewal with the Fire Agencies Insurance Risk Authority (FAIRA), aviation, excess workers' compensation, and pollution programs		
15	Reviewed and verified insurance on 206 certificates of insurance and additional related insurance documents from those contracted to do business with the OCFA		
16	Responded to 71 requests for evidence of insurance from external sources and internal staff by providing certificates of insurance and related insurance documents		
17	Conducted property appraisals of OCFA properties		
18	Investigated 29 general liability claims filed against the OCFA		
OCCUPATIONAL SAFETY & HEALTH			
19	Hired Risk Management Safety Officer and oriented employee to the OCFA		
20	Revised Occupational Safety & Health Policy		
21	Created Firefighter Safety Workgroup focused on cancer prevention		
22	Developed Selection, Care, and Maintenance of Structural Firefighter Ensemble SOP		
23	Developed Asbestos Contamination of Structural Firefighter Ensemble SOP		
24	Revised Post Fire Monitoring SOP		
25	Revised Respiratory Protection Program SOP		
26	Revised Occupational Safety & Health Committee SOP		

27	Revised Cal/OSHA Inspection SOP	
28	Revised Cal/OSHA Notification SOP	
29	Developed and conducted Cal/OSHA notification training	
30	Participated in five Cal/OSHA compliance investigations resulting in no citations found	
31	Exercised RFOTC Emergency Action Plan during a suspicious package emergency	
32	Participated in Great California Shakeout by conducting RFOTC earthquake drill	
ENVIRONMENTAL		
33	Approved Environmental, Health, and Safety Specialist position in 2016/17 budget	
34	Completed Environmental, Health, and Safety Specialist classification & compensation study	
35	Worked with Support Services and Orange County Health Care Agency on above ground storage tank and underground storage tank compliance	
36	Updated Spill Prevention Control & Countermeasures Plans	
SECURITY		
37	Updated access control system software to current version	
38	Hardened exterior of Regional Fire Operations & Training Center (RFOTC)	
39	Issued several be on the lookout (BOLO) alerts to communicate potential threats to employees	



Orange County Fire Authority
AGENDA STAFF REPORT

Human Resources Committee
July 11, 2017

Agenda Item No. 4A
Discussion Calendar

Master Position Control Revision for Human Resources Manager

Contact(s) for Further Information

Brigitte Gibb, Human Resources Director
Human Resources Division

brigittegibb@ocfa.org

714.573.6353

Summary

This agenda item is requesting approval of one additional Human Resources Manager position to the Master Position Control and adjust the FY 2017/18 Adopted Budget to fund the position.

Prior Board/Committee Action

Not Applicable.

RECOMMENDED ACTION(S)

Review the proposed agenda item and direct staff to place the item on the agenda for the Board of Directors meeting of July 27, 2017, with the Human Resources Committee's recommendation that the Board of Directors:

1. Approve the addition of one Human Resources Manager position to the Master Position Control.
2. Approve a budget adjustment increasing appropriations in the FY 2017/18 General Fund (121) Budget by \$253,681 to fund the additional Human Resources Manager.

Impact to Cities/County

Not Applicable.

Fiscal Impact

An expenditure increase of \$253,681 is requested in the FY 2017/18 General Fund Budget for the additional Human Resources Manager.

Background

During strategic planning for FY 2017/18, Human Resources (HR) leadership identified the biggest challenges facing HR, one of which was creating capacity to complete initiatives and special projects. Complicating this, much of the current HR staff is new to the Orange County Fire Authority (OCFA). In fact, sixty percent have been hired within the last three years, with over twenty five percent being new to HR within the last year. HR leadership agreed that a myriad of short-term, but mostly long-term projects are needed to rebuild the HR foundation, increase consistency in HR functions, reduce risk, and improve labor relations, all of which support the Fire Chief's Domain Objectives.

For example, in rebuilding the HR foundation and increasing consistency, the classification and compensation program and philosophy, which is foundational to all other HR functions, needs to be redefined and updated, and classification specifications themselves are overdue for review and updating.

Routine processes and procedures need to be documented for consistency of application, reduction of error, and cross-training purposes (no “desk” manuals currently exist); HR staff requires ongoing training in order to accurately interpret, apply, and make recommendations in accordance with employment laws and statutes; new HR staff also requires training on use of OCFA information technology systems such as Banner, Staffing, theHIVE, and NEOGOV.

With current HR staff at capacity just providing the day-to-day services and responsiveness to our internal and external customers, they are unable to dedicate the time needed to improve and document processes, learn IT systems, cross-train, train OCFA personnel, or make satisfactory progress on innovative as well as basic projects and initiatives without negatively impacting service levels. Noteworthy projects desired by Executive Management, HR Leadership, and/or Labor Groups are listed below. While not exhaustive, examples of anticipated projects the new HR Manager would lead are italicized.

- Behavioral Health Measures
- Cancer Prevention Measures
- Control/Reduction in Workers’ Compensation Injuries/Costs
- Design and Implement Safety Management System
- Expand Scope of Professional Standards Unit (PSU)
- Implement Enhancements to Non-Safety Recruitment Processes
- Revamp Safety Promotional Processes (Task Book/Academy Concept)
- Review/Enhance WEFIT Program
- Implement Recruiting Outreach
- Implement RFOTC Security Enhancements
- *Develop Key Conduct Policies*
- *Develop Family Medical Leave Act/California Family Rights Act/Pregnancy Disability Act Training*
- *Develop HR “Desk Manuals”*
- *Identify HR Key Competencies and Develop HR Staff Training*
- *Implement NEOGOV Onboarding and PE (performance evaluation) Software*
- *Implement/Evaluate Psychological Screening Exams of Applicants*
- *Increase HR Staff IT Use Efficiencies and Effectiveness*
- *Preparation for Negotiations with Two Bargaining Units*
- *Provide OCFA-Wide Performance Management Trainings (documentation, coaching/counseling, progressive discipline, supervisory, performance evaluation/management, California Firefighters Procedural Bill of Rights Act, discrimination and harassment prevention, basic employment law, and more)*
- *Purchase and Implement Investigations Tracking Software*
- *Redefine and Update Classification and Compensation Program*
- *Reduce Force Hire of Safety Personnel*
- *Review/Revise OCFA-Wide Performance Evaluation Program*
- *Review/Revise all OCFA Policies and Standard Operating Procedures with Working Group*
- *Develop Succession Planning within HR and Assist Organizational Planning with OCFA-Wide Succession Planning*

Currently, two HR Managers provide supervision and oversight to benefits and leave administration, classification and compensation, human resources information systems (HRIS), employee relations (including the PSU), performance management, and recruitment and selection. The Risk Manager oversees General Liability, Safety, WEFIT, and Workers' Compensation. If approved, the additional proposed HR Manager (Attachment 1) would primarily manage all types of special projects and provide back-up support to employee/labor relations. The management assignments are depicted in the table below and a proposed HR organizational chart is attached (Attachment 2).

HR Manager	HR Manager	HR Manager (Proposed)	Risk Manager
Manages distinct areas of responsibility & manages HR employees <ul style="list-style-type: none"> • Benefits • HRIS • Recruitment & Selection 	Manages distinct areas of responsibility & manages HR employees <ul style="list-style-type: none"> • Classification/Compensation • Employee Relations • Performance Management • PSU 	Manages all types of special projects and provides back-up support to Employee/Labor Relations	Manages distinct areas of responsibility & manages HR employees <ul style="list-style-type: none"> • General Liability • Safety • WEFIT • Workers' Compensation

Attachment(s)

1. Proposed Human Resources Manager Classification Specification
2. Proposed Human Resources Proposed Organizational Chart



ORANGE COUNTY FIRE AUTHORITY

CLASS SPECIFICATIONS

JOB TITLE: Human Resources Manager

REPORTS TO: Human Resources Director **FLSA:** Exempt

SUPERVISES: Varies

CLASS CODE: 0765

DEPARTMENT: Human Resources

CLASS SUMMARY:

Incumbents are responsible for performing and supervising professional level activities within human resources. Incumbents are required to work independently and to exercise sound judgment in analyzing highly complex problems and issues.

DISTINGUISHING CHARACTERISTICS:

This is the fifth level in a six level human resources series. The Human Resources Manager is distinguished from the Senior Human Resources Analyst by its section level responsibilities and accountability. The Human Resources Manager is distinguished from the Human Resources Director, which has division level responsibilities and accountability.

ESSENTIAL FUNCTIONS: (These duties are intended to be representative sample of the duties performed by the class.)

Supervises employees, which includes: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination and disciplinary recommendations.

Directs and performs classification and compensation studies, which includes: conducting and reviewing job analysis; conducting, reviewing and responding to compensation studies and analysis; interpreting and applying classification and compensation methodologies, policies, procedures, and applicable laws; representing the organization in meet and confer processes with bargaining units; serving as a section manager; providing recommendations on pay structures; preparing written analysis and agenda items; and, performing other related activities.

Supervises the administration of the recruitment and selection process, which includes: strategizing, and managing the recruitment process; reviewing test designs and selection components; applying selection procedures, MOUs, and applicable laws; managing interdepartmental recruitment teams; providing hiring recommendations to management and supervisors; representing the organization at meet and confer processes and selection appeals and filings; and, performing other related activities.

Supervises and facilitates employee relations, which includes: mediating workplace conflicts; advising and assisting in the resolution of grievances; preparing recommendations and



ORANGE COUNTY FIRE AUTHORITY

CLASS SPECIFICATIONS

JOB TITLE: Human Resources Manager

management responses; offering consultative support to management and supervisors to further employer relations objectives; assisting and advising managers in employee performance management processes, including reviewing performance evaluations for consistency and making recommendations; coordinating and conducting internal investigations; working closely with management to ascertain union/management issues which require resolution or contract clarification; developing employee relations strategies; interpreting and applying contract language, State and Federal laws, and legislation.

Supervises and facilitates labor relations, which includes: preparing labor relations documents and contract language; developing and recommending labor relations policies; representing the organization in meetings with bargaining units; interpreting contract language and providing guidance to management and employees; participating in developing negotiating strategies; conducting special reports; preparing reports; and, performing other related duties.

Supervises and manages the employee development process, which includes: participating in the design and presentation of training materials; assisting management and supervisory staff in the performance management process; providing career counseling and guidance; and, performing other related activities.

Develops, monitors, and evaluates policies and procedures related to benefits administration, which may include Optional Benefit Plan (OBP), and dental, health, income, and life insurance; establishes guidelines for staff on benefits issues.

Ensures compliance with laws and statutes pertaining to benefits and benefit related programs

Performs other duties of a similar nature or level.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE (position requirements at entry):

Bachelor's Degree in Business Administration, or a related field, and five years of professional level human resources experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSES AND CERTIFICATIONS (position requirements at entry):

Possession of a valid California Class C Driver License is required at time of appointment. This classification is subject to enrollment in the California DMV Pull Notice Program, which periodically provides Risk Management with the incumbent's Driver License record and status.



ORANGE COUNTY FIRE AUTHORITY

CLASS SPECIFICATIONS

JOB TITLE: Human Resources Manager

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Supervisory principles;
- Broad based human resources principles and practices;
- Customer service principles;
- Applicable Federal, State, and Local laws, rules, regulations, and policies;
- Research methods;
- Mathematical concepts;
- Conflict resolution techniques;
- Investigation techniques.

SKILLS (position requirements at entry):

Skill in:

- Monitoring and evaluating employees;
- Prioritizing and assigning work;
- Using a computer and applicable software applications;
- Providing customer service;
- Handling multiple priorities simultaneously;
- Conducting research;
- Interpreting applicable Federal, State, and Local laws, rules, regulations, policies, and procedures;
- Representing the organization at filings, selection complaints, and grievances;
- Planning and managing complex projects and interdepartmental project teams;
- Developing strategies, goals, and objectives;
- Analyzing problems and identifying problem areas, identifying alternative solutions, weighing alternatives, projecting consequences of actions, and making recommendations;
- Evaluating performance management processes;
- Developing performance improvement plans;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction and establish and maintain effective working relationships.

PHYSICAL REQUIREMENTS:

Positions in this class typically require: fingering, grasping, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.



ORANGE COUNTY FIRE AUTHORITY

CLASS SPECIFICATIONS

JOB TITLE: Human Resources Manager

WORKING CONDITIONS:

Incumbents work in a standard office environment.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the needs of the department.

Classification History:

Draft prepared by Fox Lawson and Associates LLC (LM), 03/2013

Draft revised by Human Resources Analyst, Joshua Boudreaux Date: 12/2016

Final prepared by OCFA, Date: 03-13; revised 12/2016

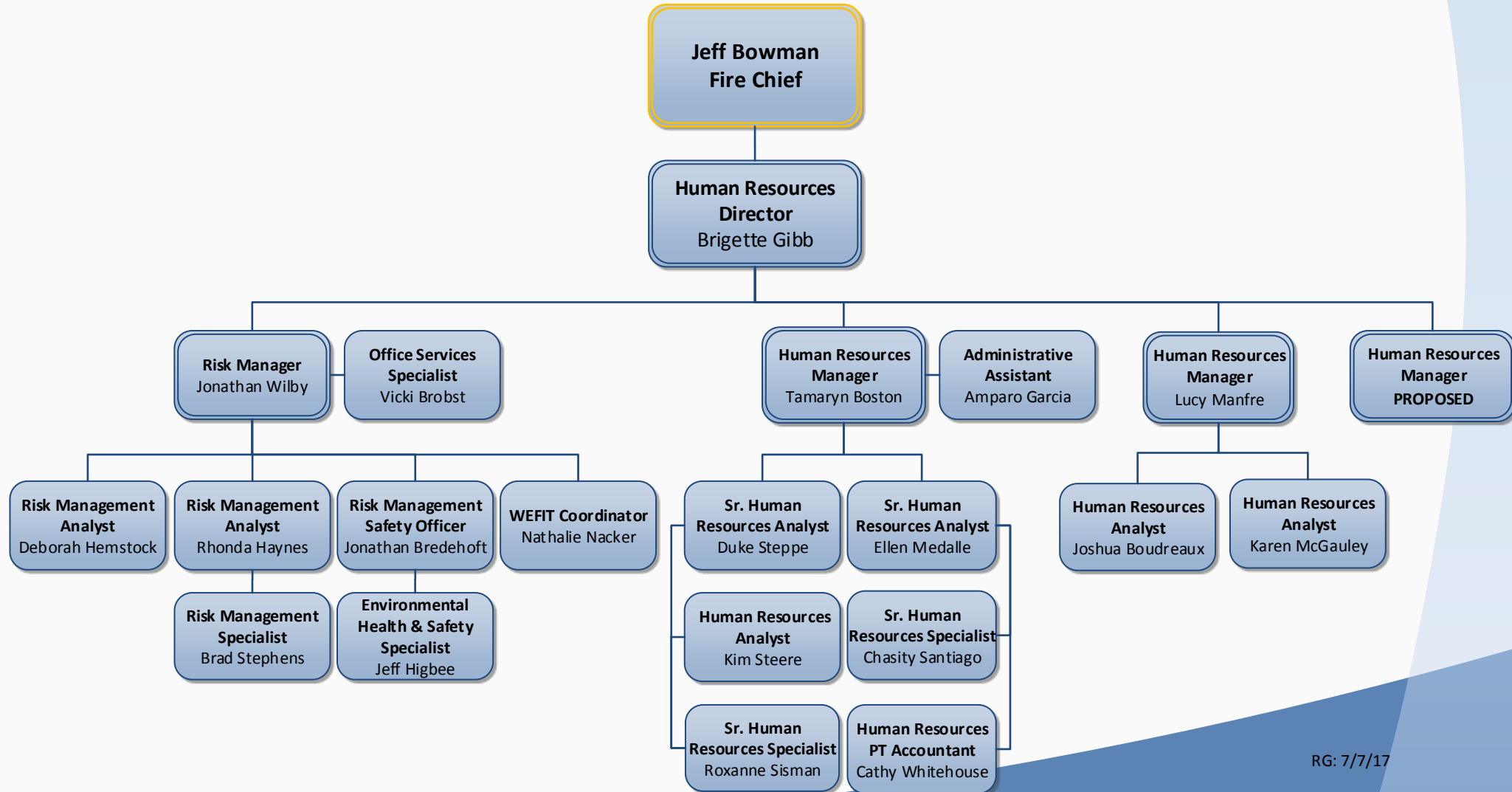
Human Resources Director Review, Brigette Gibb 12/2016

Adopted by Board of Directors: 01/2017

Human Resources Department **PROPOSED**

Operational Organization Chart

Attachment 2



RG: 7/7/17



Orange County Fire Authority
AGENDA STAFF REPORT

Human Resources Committee
July 11, 2017

Agenda Item No. 4B
Discussion Calendar

Master Position Control Revision for Emergency Command Center Positions

Contact(s) for Further Information

Dave Anderson, Assistant Chief
Support Services Department

daveanderson@ocfa.org

714.573.6006

Summary

This agenda item is requesting approval to freeze one Senior Fire Communications Supervisor (SFCS) position, convert three part-time Fire Communication Dispatcher (FCD) positions to full-time, and adjust the FY 2017/18 Adopted Budget to reflect the cost savings.

Prior Board/Committee Action

Not Applicable.

RECOMMENDED ACTION(S)

Review the proposed agenda item and direct staff to place the item on the agenda for the Board of Directors meeting of July 27, 2017, with the Human Resources Committee's recommendation that the Board of Directors:

1. Approve freezing one Senior Fire Communications Supervisor position on the Master Position Control.
2. Approve converting three part-time Fire Communications Supervisor positions to full-time on the Master Position Control.
3. Approve a budget adjustment decreasing appropriations in the FY 2017/18 General Fund (121) Budget by \$27,457.

Impact to Cities/County

The recommended action positively impacts timeliness and processing of emergency incidents in the Emergency Command Center.

Fiscal Impact

An expenditure decrease of \$27,457 is requested in the FY 2017/18 General Fund Budget. The freezing of one Senior Fire Communications Supervisor (decreases costs by \$185,688) and conversion of three remaining part-time dispatcher positions to full-time (increases costs by \$158,231) results in the net cost savings of \$27,457.

Background

The Emergency Command Center initiates one of the early steps in fulfilling the mission of the OCFA. Dispatchers receive reports of emergencies, allocate resources based on planned response criteria, coordinate interagency incident activities, maintain resource and personnel accountability, provide incident support, coordinate movement of resources to ensure operational readiness, provide internal and external information, and document resource and incident activity. The critical functions provided by the ECC are essential for firefighter and public safety.

National Fire Protection Standards (NFPA) and California 9-1-1 Emergency Communications Office establish standards of answering 90% of 9-1-1 calls within 10 seconds and dispatching 90% of calls within 64 seconds of receipt. To achieve and maintain these standards, adequate staffing in the ECC is required 24-hours a day. While the Board approved the addition of one additional dispatcher per shift (three in total) at its May 28, 2015, meeting, dispatching totals continue to be on a steady rise and have yet to level off. Last year, total incidents dispatched grew to 136,934 a 16.9% growth compared to 2014, and 9-1-1 calls increased to 102,324 a 21.2% growth as compared to 2014.

Upon the recent retirement of a Senior Fire Communications Supervisor, staff analyzed the ECC's administrative responsibilities and assignments. Staff has determined that funding for this single position would be better utilized if applied toward the conversion of three remaining part-time dispatchers to full-time, due primarily to the ECC's continuing growing activity and increased workload. This recommended action increases 24/7 staffing of the Emergency Command Center from 8 full-time dispatchers, 1 part-time dispatcher, and 1 supervisor to 9 full-time dispatchers and 1 supervisor per shift.

Attachment(s)

None.



Orange County Fire Authority
AGENDA STAFF REPORT

Human Resources Committee
July 11, 2017

Agenda Item No. 4C
Discussion Calendar

New/Revised Classification Specifications for
Human Resources Specialists and Analyst Series

Contact(s) for Further Information

Brigette Gibb, Human Resources Director brigettegibb@ocfa.org
Human Resources Division

714.573.6353

Summary

This agenda item seeks approval to eliminate the Human Resources (HR) Analyst classification and establish, in its place, the classifications and corresponding salary ranges of HR Analyst I and HR Analyst II. Additionally, this item seeks approval for the revised classification specifications for HR Specialist, Senior HR Specialist, and Senior HR Analyst.

Prior Board/Committee Action

Not Applicable.

RECOMMENDED ACTION(S)

Review the proposed agenda item and direct staff to place the item on the agenda for the Executive Committee meeting of July 27, 2017, with the Human Resources Committee's recommendation that the Executive Committee:

1. Approve elimination of the Human Resources Analyst classification.
2. Approve adoption of the revised classification specifications for Human Resources Specialist, Senior Human Resources Specialist, and Senior Human Resources Analyst.
3. Approve the establishment of the Human Resources Analyst I and Human Resources Analyst II classifications, with corresponding salary ranges.
4. Direct staff to include these modifications in the March mid-year budget adjustment.

Impact to Cities/County

Not Applicable.

Fiscal Impact

Three HR Analyst incumbents' salary steps will need to be adjusted from Step 12 (\$36.67) of the current HR Analyst classification to Step 1 (\$38.27) of the proposed HR Analyst II classification. The FY 2017/18 impact will not exceed \$14,675.

Background

In order to address the challenges OCFA has experienced in recruiting sufficient numbers of desirable HR Analyst candidates, HR retained CPS HR Consulting (CPS) to conduct a classification and compensation study on the HR Analyst classification.

The study commenced in December 2016 and evaluated the essential duties of four job classifications in the HR series and its incumbents in order to identify the scope of work, a sound classification structure, and recommend an equitable base salary structure that is both internally equitable and externally competitive. Based on the results of the study, CPS and HR recommend that the HR Analyst classification be replaced by two new classifications – HR Analyst I (entry level) and HR Analyst II (journey level).

Current Classification	Proposed Classifications
Human Resources Specialist	Human Resources Specialist (<i>no change</i>)
Senior Human Resources Specialist	Senior Human Resources Specialist (<i>no change</i>)
Human Resources Analyst	Human Resources Analyst I (Entry)
	Human Resources Analyst II (Journey)
Senior Human Resources Analyst	Senior Human Resources Analyst (<i>no change</i>)

The creation of the HR Analyst I/II classifications will help address a skills and experience gap which currently exists between the Senior HR Specialist and HR Analyst classifications. It allows for flexible staffing to create a smoother transition for incumbents moving from the paraprofessional level work performed by the Senior HR Specialist classification to the full journey level work performed by the HR Analyst II. This approach will foster viable recruitment and succession planning throughout the series, as well as provide a retention mechanism. This is especially needed in HR where sixty percent of the employees are new to the Division within the last three years and twenty five percent of the employees are new within the last year.

The external market study revealed that our current HR Analyst salary is well below market (22.3%) when compared to Orange County cities with the HR Analyst I/II classifications. Providing internal equity and external competition, the proposed salary range for Human Resources Analyst I begins with Step 1 at \$33.28/hour and ends at Step 12 at \$44.85/hour. The proposed salary range for Human Resources Analyst II begins with Step 1 at \$38.27/hour and ends at Step 12 at \$51.58/hour.

While no salary changes are recommended for the other classifications reviewed in the study (HR Specialist, Senior HR Specialist, and Senior HR Analyst), the classification specifications were updated and are attached.

Attachment(s)

1. Current HR Analyst Classification Specification
2. Proposed HR Analyst I Classification Specification
3. Proposed HR Analyst II Classification Specification
4. Proposed HR Specialist Classification Specification
5. Proposed Senior HR Specialist Classification Specification
6. Proposed Senior HR Analyst Classification Specification



ORANGE COUNTY FIRE AUTHORITY

CLASS SPECIFICATIONS

JOB TITLE: Human Resources Analyst

REPORTS TO: Human Resources Director FLSA: Non-Exempt

SUPERVISES: N/A

CLASS CODE: 0730

DEPARTMENT: Human Resources

CLASS SUMMARY:

Incumbents are responsible for performing professional level activities and using independent judgement in support of the human resources function.

DISTINGUISHING CHARACTERISTICS:

The Human Resources Analyst is the third level in a five level human resources series. The Human Resources Analyst is distinguished from the Senior Human Resources Specialist by its professional level responsibilities. The Human Resources Analyst is distinguished from the Senior Human Resources Analyst which performs journey level professional activities in support of a wide range of human resources activities.

ESSENTIAL FUNCTIONS: (These duties are intended to be representative sample of the duties performed by the class.)

Administers the recruitment and selection process, which includes: preparing recruitment and selection plans and materials; develops, administers, analyzes, and evaluates written, oral, and performance tests; reviews job applications, rates training and experience, and interviews candidates.

Applies and interprets selection rules and procedures, and MOUs; manages interdepartmental recruitment teams; providing hiring recommendations to management and supervisors.

May assist in the performance of classification and compensation studies. May assist in conducting and responding to compensation studies and analysis.

Interprets and applies policies, procedures, and applicable laws relative to personnel practices.

May assist management and supervisory staff in the performance management process; providing career counseling and guidance.

Performs other duties of a similar nature or level.



ORANGE COUNTY FIRE AUTHORITY

CLASS SPECIFICATIONS

JOB TITLE: Human Resources Analyst

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE (position requirements at entry):

Associate of Arts Degree in Business Administration, or a related field, and three years of professional and/or technical level human resources experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSES AND CERTIFICATIONS (position requirements at entry):

None required.

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Guidelines of public personnel administration;
- Principles of recruitment and selection, test construction, administration, examining, and interviewing candidates;
- Screening and reviewing applications for minimum qualifications;
- Planning and organizing less complex projects and interdepartmental project teams;
- Customer service principles;
- Applicable Federal, State, and Local laws, rules, regulations, and policies;
- Research methods;
- Mathematical concepts.

SKILLS (position requirements at entry):

Skill in:

- Reviewing, revising, and preparing recruitment materials;
- Coordinating the selection process;
- Researching and conducting background and reference checks;
- Entering applicant information into a database;
- Prioritizing work;
- Using a computer and applicable software applications;
- Providing customer service;
- Handling multiple priorities simultaneously;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.



ORANGE COUNTY FIRE AUTHORITY

CLASS SPECIFICATIONS

JOB TITLE: Human Resources Analyst

PHYSICAL REQUIREMENTS:

Positions in this class typically require: fingering, grasping, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

WORKING CONDITIONS:

Incumbents work in a standard office environment.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the needs of the department.

Classification History:

Draft prepared by Fox Lawson and Associates LLC (LM), Date: 9/01

Final prepared by OCFA, Date: 03-02

Human Resources Director Review:

Zenovy Jakymiw _____ Date: _____

Adopted by Board of Directors: 03-02

HUMAN RESOURCES ANALYST I

DESCRIPTION:**CLASS SUMMARY:**

Incumbents are responsible for using independent judgment to perform professional level administrative, technical, and analytical activities in support of human resources functions including, but not limited to: benefits administration, classification and compensation, employee/labor relations, training and development, performance management, and recruitment and selection.

DISTINGUISHING CHARACTERISTICS:

The Human Resources Analyst I is the third level in a seven level human resources series.

This is the entry-level class in the Human Resources Analyst series and is responsible for performing entry-level professional activities. The Human Resources Analyst I is distinguished from the Senior Human Resources Specialist by its professional level responsibilities for an assigned program area(s) as well as the difficulty and complexity of the work assignment. Human Resources Analyst I is distinguished from Human Resources Analyst II by having a greater amount of oversight, exercising less independent discretion and judgement, and the performance of the more routine and less complex tasks and duties assigned to the classification.

ESSENTIAL FUNCTIONS:

(These duties are intended to be representative sample of the duties performed by the class.)

Conducts special research assignments, including gathering, analyzing, compiling, and submitting data for management review.

Assists with the coordination and administration of 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; and other related activities.

Provides information and general assistance to employees, supervisors, managers, and the public regarding human resources policies and procedures; answers questions and provides information regarding personnel actions, employee records, benefits and other related matters; works to resolve complaints efficiently and timely.

Coordinates and administers employee benefit programs and implements human resources administrative operations including enrollments, data collection, and contract renewals.

Updates and maintains personnel records related to the changes to new hires, open enrollment, retirement, insurances, and other changes to benefit plans are put into effect and reported accurately.

Coordinates benefit plan open enrollments by participating in benefit fairs, preparing informational materials, and ensuring enrollment procedures are followed; resolves employee questions and problems regarding benefits through research and explanation of benefit policies and procedures.

Assists employees in completing enrollment and other forms as required; educates and informs employees about benefits; explains benefit programs, including health, dental, vision,

long term disability, life insurance, retirement plans, workers' compensation, leave policies, and other federal and state mandated programs.

Coordinates and administers employee leave programs, including leave under the Family Medical Leave Act (FMLA); ensures consistency of application, review, approval, and monitoring of leave.

Assists with the collaborative interactive process meetings in accordance with the American with Disabilities Act (ADA) and the Fair Employment and Housing Act (FEHA) to determine reasonable accommodations required for performing essential job duties.

Participates in the maintenance of the Authority's classification and compensation plan; conducts classification and compensation studies; develops and revises classification specifications based on job analysis and audit(s).

Reviews proposals for new or revised classifications to recommend appropriate salary range assignment; participates in salary surveys to determine Authority's market relationship.

Establishes job comparability through the gathering, tabulating, and analyzing of salary data, and makes preliminary recommendations; performs studies of internal classification relationships for compensation purposes.

Administers the recruitment and selection process which includes: participating in outreach and recruiting efforts, preparing recruitment and selection plans and materials; developing, administering, analyzing, and evaluating selection instruments; reviewing job applications, rating candidate's education, training, and experience.

Interprets and applies selection rules and procedures, and Memoranda of Understanding (MOU); manages interdepartmental recruitment teams; provides hiring recommendations to management and supervisors.

Develops, administers, and evaluates written, oral, and performance tests; may conduct specialized research in test development; investigates, analyzes, and reports on the duties and responsibilities of general positions for job classification and salary purposes.

Coaches supervisors/managers on workplace issues including employee performance and misconduct as it relates to established policies and procedures; interprets and applies MOU, local, state, and federal rules and regulations to ensure compliance with labor laws.

Attends and participates in pre-disciplinary meetings, grievance hearings, and arbitrations; prepares disciplinary and labor relations documents.

Prepares budget-related documents and spreadsheets, staff reports and other Board-related materials for review.

Assists with drafting policies and procedures and implementation as directed.

Performs other duties of a similar nature or level.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE (*position requirements at entry*):

Bachelor's Degree in Business Administration, or a related field, and one year of professional and/or technical level human resources experience.

Or

Associate of Arts Degree in Business Administration, or a related field, and three years of professional and/or technical level human resources experience.

Or

an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSES AND CERTIFICATIONS (*position requirements at entry*):

Possession of a valid California Class C Driver License is required at time of appointment. This classification is subject to enrollment in the California DMV Pull Notice Program, which periodically provides Risk Management with the incumbent's Driver License record and status.

KNOWLEDGE (*position requirements at entry*):

Knowledge of:

- Guidelines of public personnel administration;
- Principles of human resources administration including, benefits administration, classification and compensation, employee/labor relations, and recruitment and selection;
- Planning and organizing less complex projects and interdepartmental project teams;
- Customer service principles;
- Applicable federal, state, and local laws, rules, regulations, and policies;
- Research and analysis methods;
- Mathematical and statistical concepts;
- Customer service principles.

SKILLS (*position requirements at entry*):

Skill in:

- Researching, compiling, and analyzing data and making independent assessments and recommendations based on findings;
- Writing reports;
- Working with confidential and sensitive information and exercising discretion and judgment on sharing such information;
- Using functional reasoning and rational judgment;
- Developing specialized knowledge and skills;
- Using a computer and applicable software applications;
- Providing customer service to internal and external customers;
- Handling multiple priorities simultaneously;
- Written and oral communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information, receive work direction and establish and maintain effective working relationships;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction;
- Analyzing problems and identifying problem areas, identifying alternative solutions, weighing alternatives, projecting consequences of actions, and making recommendations;
- Interpreting applicable Federal, State, and Local laws, rules, regulations, policies, and procedures.

SUPPLEMENTAL INFORMATION:

PHYSICAL REQUIREMENTS:

Positions in this class typically require: fingering, grasping, talking, hearing, seeing and repetitive motions.

Light Work:

Exerting up to 50 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

WORKING CONDITIONS:

Incumbents work in a standard office environment with occasional work offsite.

HUMAN RESOURCES ANALYST II

DESCRIPTION:

CLASS SUMMARY:

Incumbents are responsible for using independent judgment to perform professional level administrative, technical, and analytical activities in support of human resources functions including, but not limited to: benefits administration, classification and compensation, employee/labor relations, training and development, performance management, and recruitment and selection.

DISTINGUISHING CHARACTERISTICS:

The Human Resources Analyst II is the fourth level in a seven level human resources series.

This is the full journey level class in the Human Resources Analyst series and is responsible for performing journey level professional activities. The Human Resources Analyst II is distinguished from the Human Resources Analyst I, by its higher degree of independence and the performance of a greater breadth and depth of tasks and duties assigned to the classification. The Human Resources Analyst II is distinguished from the Senior Human Resources Analyst, which performs program oversight and is typically responsible for supervisory activities in support of one of more human resources functions.

ESSENTIAL FUNCTIONS:

(These duties are intended to be representative sample of the duties performed by the class.)

Conducts special research assignments, including gathering, analyzing, compiling and presenting data, and preparing recommendations for consideration by management.

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; and other related activities.

Provides information and general assistance to employees, supervisors, managers, and the public regarding human resources policies and procedures; answers questions and provides information regarding personnel actions, employee records, benefits, and other related matters; works to resolve complaints efficiently and timely.

Coordinates and administers employee benefit programs by serving as a liaison between employees and benefit providers; supports human resources administrative operations by overseeing benefit plan implementation, enrollments, data collection, and contract renewals.

Coordinates open enrollment and assists employees in completing enrollment and other forms as required; educates and informs employees about benefits; explains benefit programs, including health, dental, vision, long-term disability, life insurance, retirement plans, workers' compensation, leave policies, and other federal and state mandated programs.

Coordinates and administers employee leave processes and benefit programs, specifically, leave of absence requests. Includes meeting with employee and/or manager to determine the type of leave and explain options available; when appropriate, consults with medical and legal professionals to ensure compliance with applicable laws, policies, and local rules such as The Family and Medical Leave Act (FMLA), California Family Rights Act (CFRA), Pregnancy

Disability law (PDL), Americans with Disabilities Act (ADA), Fair Employment and Housing Act (FEHA), and Memorandum of Understanding (MOUs).

Facilitates collaborative interactive process meetings in accordance with the ADA and FEHA to determine reasonable accommodations required for performing essential job duties.

Researches, analyzes, audits, and participates in the maintenance of the Authority's classification and compensation plan; conducts classification and compensation studies; develops and revises classification specifications based on job analysis and audit(s).

Reviews proposals for new or revised classifications to recommend appropriate salary range assignment; participates in salary surveys to determine Authority's market relationship.

Performs the more difficult work related to the development of class specifications and allocation standards; conducts large-scale classification studies.

Administers the recruitment and selection process which includes: participating in outreach and recruiting efforts, preparing recruitment and selection plans and materials; developing, administering, analyzing, and evaluating selection instruments; reviewing job applications, and rating candidate's education, training, and experience.

Interprets and applies selection rules and procedures, and memoranda of understanding; manages interdepartmental recruitment teams; provides hiring recommendations to management and supervisors.

Develops, administers, analyzes, and evaluates written, oral, and performance tests; performs specialized research in test development; investigates, analyzes, and reports on the duties and responsibilities of general, unusual, or specialized positions for job classification and salary purposes.

Advises supervisors/managers on workplace issues including employee performance and misconduct as it relates to established policies and procedures; interprets and applies Memorandum of Understanding, local, state, and federal rules and regulations to ensure compliance with labor laws.

Facilitates pre-disciplinary meetings with supervisors/managers; attends grievance hearings, and arbitrations; prepares, revises, and reviews disciplinary and labor relations documents for submittal to management.

Prepares budget-related documents and spreadsheets, staff reports, and other Board-related materials for review.

Recommends, drafts, and implements Human Resources related policies and procedures as directed.

Performs other duties of a similar nature or level.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE (*position requirements at entry*):

Bachelor's Degree in Business Administration, or a related field, and three years of professional and/or technical level human resources experience.

Or

Associate of Arts Degree in Business Administration, or a related field, and five years of professional and/or technical level human resources experience.

Or

an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSES AND CERTIFICATIONS (*position requirements at entry*):

Possession of a valid California Class C Driver License is required at time of appointment. This classification is subject to enrollment in the California DMV Pull Notice Program, which periodically provides Risk Management with the incumbent's Driver License record and status.

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Guidelines of public personnel administration;
- Principles of human resources administration including, benefits administration, classification and compensation, employee/labor relations, and recruitment and selection;
- Planning and organizing less complex projects and interdepartmental project teams;
- Customer service principles;
- Applicable federal, state, and local laws, rules, regulations, and policies;
- Research and analysis methods;
- Mathematical and statistical concepts;
- Customer service principles.

SKILLS (position requirements at entry):

Skill in:

- Researching, compiling, and analyzing data and making independent assessments and recommendations based on findings;
- Writing reports;
- Working with confidential and sensitive information and exercising discretion and judgment on sharing such information;
- Using functional reasoning and rational judgment;
- Developing specialized knowledge and skills;
- Using a computer and applicable software applications;
- Providing customer service to internal and external customers;
- Handling multiple priorities simultaneously;
- Written and oral communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information, receive work direction and establish and maintain effective working relationships;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction;
- Analyzing problems and identifying problem areas, identifying alternative solutions, weighing alternatives, projecting consequences of actions, and making recommendations;
- Interpreting applicable federal, state, and local laws, rules, regulations, policies, and procedures.

SUPPLEMENTAL INFORMATION:

PHYSICAL REQUIREMENTS:

Positions in this class typically require: fingering, grasping, talking, hearing, seeing and repetitive motions.

Light Work:

Exerting up to 50 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

WORKING CONDITIONS:

Incumbents work in a standard office environment with occasional work offsite.

HUMAN RESOURCES SPECIALIST

DESCRIPTION:**CLASS SUMMARY:**

Incumbents are responsible for performing paraprofessional level administrative and technical activities in support of human resources functions including, but not limited to: benefits administration, classification and compensation, employee/labor relations, training and development, performance management, and recruitment and selection.

DISTINGUISHING CHARACTERISTICS:

The Human Resources Specialist is the first level in a seven level human resources series.

The Human Resources Specialist is distinguished from the Senior Human Resources Specialist by having a greater amount of oversight, exercising less independent discretion and judgement, and the performance of the more routine and less complex tasks and duties assigned to the classification.

ESSENTIAL FUNCTIONS:

(These duties are intended to be representative sample of the duties performed by the class.)

Provides administrative support to human resources staff in all functional areas by performing a variety of clerical and administrative duties which may include: data entry; sorting records; arranging meetings; disseminating communication materials; generating a variety of records, forms, and reports; and other related activities.

Provides information and general assistance to employees and the public by answering questions, directing customers to the appropriate department or location, and taking messages for the human resources staff.

Compiles data and prepares routine statistical and narrative reports related to operational activities in assigned area of responsibility for management review.

Prepares, audits, and distributes performance evaluations and related correspondences pertaining to employee status.

Assists employees in completing enrollment and other forms as required; educates and informs employees about benefits; explains benefit programs, including health, dental, vision, long-term disability, life insurance, retirement plans, leave policies, and other federal and state mandated programs.

Reviews and processes personnel actions related to employment and personnel information changes; tracks employees on leave status; enters and updates information in database.

Assists in classification and compensation surveys by compiling survey data and results.

Prepares, reviews, and maintains employee personnel files, classification files, and other personnel records to ensure accuracy of personnel data.

Assists applicants and employees with questions related to recruitment actions and career opportunities.

Schedules appointments for background checks and preplacement physicals for potential candidates.

Participates in new hire orientation; trains temporary staff on work procedures and processes.
Performs other duties of a similar nature or level.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE (*position requirements at entry*):

High School Diploma, or General Equivalency Diploma (GED), and three years of related office experience, including one year of human resources experience.

Or

an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSES AND CERTIFICATIONS (*position requirements at entry*):

Possession of a valid California Class C Driver License is required at time of appointment. This classification is subject to enrollment in the California DMV Pull Notice Program, which periodically provides Risk Management with the incumbent's Driver License record and status.

KNOWLEDGE (*position requirements at entry*):

Knowledge of:

- Standard office procedures;
- Basic human resources principles and practices;
- Customer service principles;
- Recordkeeping methods;
- Telephone etiquette;
- Filing methods;
- Research techniques;
- Mathematical concepts;
- Applicable federal, state, and local laws, rules, regulations, and policies.

SKILLS (*position requirements at entry*):

Skill in:

- Using a computer and applicable software applications;
- Providing customer service;
- Handling multiple priorities simultaneously;
- Composing business correspondence;
- Filing and maintaining records;
- Operating standard office equipment;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

SUPPLEMENTAL INFORMATION:

PHYSICAL REQUIREMENTS:

Positions in this class typically require: fingering, grasping, talking, hearing, seeing and repetitive motions.

Light Work:

Exerting up to 50 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

WORKING CONDITIONS:

Incumbents work in a standard office environment.

SENIOR HUMAN RESOURCES SPECIALIST

DESCRIPTION:**CLASS SUMMARY:**

Incumbents are responsible for performing paraprofessional level administrative and technical activities in support of human resources functions including, but not limited to: benefits administration, classification and compensation, employee/labor relations, training and development, performance management, and recruitment and selection.

DISTINGUISHING CHARACTERISTICS:

The Senior Human Resources Specialist is the second level in a seven level human resources series.

The Senior Human Resources Specialist is distinguished from the Human Resources Specialist by its lead level responsibilities and journey level paraprofessional activities. The Senior Human Resources Specialist is distinguished from the Human Resources Analyst I, which performs professional level administrative, technical, and analytical activities in support of one or more human resources functions.

ESSENTIAL FUNCTIONS:

(These duties are intended to be representative sample of the duties performed by the class.)

Assists in the coordination and administration of various human resources programs within assigned area of responsibility by performing duties which may include: responding to personnel inquiries; managing databases of personnel data; researching and/or compiling data for reports; providing recommendations for program improvement; and other related activities.

Provides information and general assistance to employees and the public regarding human resources policies and procedures; answers questions and provides information regarding personnel actions, employee records, benefits, and other related matters; works to resolve complaints efficiently and timely.

Compiles data and prepares routine statistical and narrative reports related to operational activities in assigned area of responsibility for management review.

Distributes, collects, and audits performance evaluation forms and enters data into Human Resources Information System (HRIS).

Assists employees in identifying and comparing benefit options; informs new employees of applicable policies and procedures regarding human resource and payroll reporting requirements.

Ensures changes to new hires, open enrollment, retirement, insurances, and other changes to benefit plans are put into effect and reported accurately.

Assists in classification and compensation studies by compiling survey data and results.

Maintains and updates list of classification titles, salary schedules, and salary roll-ups in HRIS.

Generates and distributes position control reports.

Reviews resumes to determine if applicants meet standards for employment and notifies applicants of decision; answers questions and advises applicants on the status of their resumes, specific employment requirements, examination processes, and reasons for disqualification.

Participates in new hire orientation; trains temporary staff on work procedures and processes.

Performs other duties of a similar nature or level.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE (*position requirements at entry*):

Associate's Degree in Business Administration, or a related field, and two years of technical level human resources experience in assigned area.

Or

an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSES AND CERTIFICATIONS (*position requirements at entry*):

Possession of a valid California Class C Driver License is required at time of appointment. This classification is subject to enrollment in the California DMV Pull Notice Program, which periodically provides Risk Management with the incumbent's Driver License record and status.

KNOWLEDGE (*position requirements at entry*):

Knowledge of:

- Standard office procedures;
- Basic human resources principles and practices;
- Customer service principles;
- Recordkeeping methods;
- Telephone etiquette;
- Filing methods;
- Research techniques;
- Mathematical concepts;
- Applicable federal, state, and local laws, rules, regulations, and policies.
- Principles and practices in assigned area of responsibility.

SKILLS (*position requirements at entry*):

Skill in:

- Using a computer and applicable software applications;
- Providing customer service;
- Handling multiple priorities simultaneously;
- Composing business correspondence;
- Filing and maintaining records;
- Operating standard office equipment;
- Conducting research;
- Performing mathematical calculations;
- Interpreting applicable federal, state, and local laws, rules, regulations, policies, and procedures;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction.

SUPPLEMENTAL INFORMATION:

PHYSICAL REQUIREMENTS:

Positions in this class typically require: fingering, grasping, talking, hearing, seeing, and repetitive motions.

Light Work:

Exerting up to 50 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

WORKING CONDITIONS:

Incumbents work in a standard office environment.

SENIOR HUMAN RESOURCES ANALYST

DESCRIPTION:

CLASS SUMMARY:

Incumbents are responsible for administering one or more human resources functions including, but not limited to: benefits administration, classification and compensation, employee/labor relations, training and development, performance management, and recruitment and selection. Incumbents are required to work independently and to exercise sound judgment in analyzing highly complex problems and issues.

DISTINGUISHING CHARACTERISTICS:

The Senior Human Resources Analyst is the fifth level in a seven level human resources series.

The Senior Human Resources Analyst is distinguished from the Human Resources Analyst II by its supervisory responsibilities for one or more human resources functions. The Senior Human Resources Analyst is distinguished from the Human Resources Manager, which has functional section level responsibility and accountability.

ESSENTIAL FUNCTIONS:

(These duties are intended to be representative sample of the duties performed by the class.)

Develops, implements, and administers various human resources programs within assigned area of responsibility by performing duties which may include: preparing RFP's; evaluating bids, and making recommendations; serving as liaison to service providers, consultants, and third party administrators to ensure compliance with contracts; reviewing and making contract recommendations regarding amendments, renewals, and discrepancies; and other related activities.

Serves as advisor and/or liaison in various aspects of human resources administrations; advises employees, managers, and supervisors on established policies, procedures, and guidelines.

Conducts special studies and prepares reports on various human resources program activities; presents recommendations for consideration by management.

Evaluates programs within assigned area of responsibility; recommends new programs based on cost/benefit analysis; functions as project lead for programs, ensuring projects are completed in a timely manner; follows-up on projects to ensure they meet the original objective and recommends modifications as necessary.

Supervises employees, which includes: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination, and disciplinary recommendations.

Manages the employee development process, which includes: participating in the design and presentation of training materials; assisting management and supervisory staff in the performance management process; providing career counseling and guidance; and performing other related activities.

Evaluates assigned programs and reviews policies, procedures, and methods used relative to effective utilization of resources and achievement of goals; formulates, recommends, and/or implements action for program improvement.

Interprets and explains human resources management provisions of laws, rules, policies and agreements to the Authority's officials, employees, employee organizations, and the public.

Negotiates vendor contracts and monitors contract service providers to ensure compliance to contract provisions.

Directs and ensures the maintenance of records and preparation of reports necessary for program operations; prepares correspondence and reports as required.

Administers, evaluates, implements, and supervises new hire orientation and onboarding programs; conducts individual and/or group orientations, meets and/or interacts with service providers for online onboarding programs including program development, training, implementation, and ongoing compliance and system upgrades.

Administers, evaluates, implements and supervises benefits programs including, but not limited to: medical, dental, vision, life, accidental death and dismemberment (AD&D), and disability insurance, former employee and retiree programs, leave programs, Section 125 cafeteria and flexible benefit plans, employee assistance and wellness programs, reimbursement programs, and post-employment benefits program.

Performs classification and compensation studies, which includes: conducting job analysis; conducting and responding to compensation studies and analysis; interpreting and applying classification and compensation methodologies, policies, procedures, and applicable laws; representing the organization in meet and confer processes with bargaining units; serving as a project manager; providing recommendations on pay structures; preparing written analysis and agenda items; and performing other related activities.

Administers the Human Resources Information System (HRIS) including processing personnel actions in the HRIS computer system, position control, and maintaining the table of classification titles, salary schedules, and salary roll-ups.

Administers the recruitment and selection process, which includes: coordinating, strategizing, and managing the recruitment process; designing tests and selection components; applying selection procedures, applicable Memorandum of Understandings (MOUs), and applicable laws; managing interdepartmental recruitment teams; providing hiring recommendations to management and supervisors; representing the organization at meet and confer processes and selection appeals and filings; and performing other related activities.

Develops, analyzes, evaluates, and constructs job-relevant written, oral, performance, and other specialized tests; conducts specialized research in test development and validation including item analysis.

Meets with employees and employee groups to discuss grievances, complaints, and problems, and resolves them in cooperation with line management and employee groups consistent with the Authority's applicable policies and MOUs.

Conducts a wide variety of employee investigations to determine appropriate disciplinary actions; attends grievance hearings with department managers, recommends a course of action, and assists department managers in determining security precautions if needed; investigates and makes decisions regarding grievance disposition.

Facilitates labor relations, which includes: preparing labor relations documents and contract language; developing and recommending labor relations policies; representing the organization in meetings with bargaining units; interpreting contract language and providing guidance to management and employees; participating in developing negotiating strategies; conducting special reports; preparing reports; and performing other related duties.

Maintains knowledge of all relevant local, state, federal and other regulatory agency laws, rules, regulations, and policies to ensure program compliance.

Performs other duties of a similar nature or level.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE (*position requirements at entry*):

Bachelor's Degree in Business Administration, or a related field, and five years of professional level human resources experience.

Or

an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSES AND CERTIFICATIONS (*position requirements at entry*):

Possession of a valid California Class C Driver License is required at time of appointment. This classification is subject to enrollment in the California DMV Pull Notice Program, which periodically provides Risk Management with the incumbent's Driver License record and status.

KNOWLEDGE (*position requirements at entry*):

Knowledge of:

- Supervisory principles;
- Broad based human resources principles and practices;
- Customer service principles;
- Applicable federal, state, and local laws, rules, regulations, and policies;
- Research methods;
- Mathematical and statistical concepts;
- Conflict resolution techniques;
- Investigation techniques;
- Guidelines of public personnel administration;
- Principles of human resources administration including, benefits administration, classification and compensation, employee/labor relations, and recruitment and selection;
- Planning and organizing less complex projects and interdepartmental project teams;
- Research and analysis methods.

SKILLS (*position requirements at entry*):

Skill in:

- Monitoring and evaluating employees;
- Prioritizing and assigning work;
- Using a computer and applicable software applications;
- Providing customer service;
- Handling multiple priorities simultaneously;
- Researching, compiling, and analyzing data and making independent assessments and recommendations based on findings;

- Interpreting applicable federal, state, and local laws, rules, regulations, policies, and procedures;
- Planning and managing complex projects and interdepartmental project teams;
- Developing strategies, goals, and objectives;
- Analyzing problems and identifying problem areas, identifying alternative solutions, weighing alternatives, projecting consequences of actions, and making recommendations;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction;
- Writing reports;
- Working with confidential and sensitive information and exercising discretion and judgment on sharing such information;
- Developing specialized knowledge and skills;

SUPPLEMENTAL INFORMATION:

PHYSICAL REQUIREMENTS:

Positions in this class typically require: fingering, grasping, talking, hearing, seeing and repetitive motions.

Light Work:

Exerting up to 50 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

WORKING CONDITIONS:

Incumbents work in a standard office environment and occasional work offsite.