



# CLASS TITLE | SENIOR HUMAN RESOURCES ANALYST

PAY GRADE: EX-40 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Class Code: 2121

Effective Date: 6/5/2024

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**PURPOSE OF THE CLASSIFICATION:** Under general direction is responsible for senior level technical Human Resources (HR) work supporting management in achieving strategic goals by leading and executing effective operations at the tactical level; acts as team lead in various functions such as recruiting, compensation, classification, onboarding, payroll, employee and labor relations, and training as assigned; and performs other related duties as assigned.

## **ESSENTIAL TASKS:**

- Leads HR staff in assigned functions providing guidance, training, development and coaching, and technical and functional direction, reviewing and monitoring quality of work
- Ensures that critical functions are completed timely; delegates work and monitors progress and alignment of assigned HR functions with departmental and Citywide goals, ensuring appropriate prioritization and that customer service levels are maintained
- Develops and conducts training across the organization to align with strategic goals, both at regular intervals and for specific groups/topics as needed
- Develops partnerships across the organization with management to deliver value-added service that reflects organizational objectives and promotes a fair, inclusive employee culture
- Provides coaching for and works closely with management to improve work relationships, build morale, increase productivity and retention, and elevate the City's value proposition
- Coordinates alignment within the HR function across divisions and sections to achieve efficient operations and maintain high levels of customer service
- Conducts varied analytical studies and investigations; prepares reports, correspondence, and a variety of written materials; presents findings, both orally and in writing, to the appropriate parties
- Creates and maintains standard practices, policies, and procedures for day-to-day operations of the department, programs, projects, and/or tasks
- Updates and maintains various department databases and reports allowing management to use data to guide and inform decision-making processes
- Researches best practices within and outside the organization to establish sustainable, repeatable and quantifiable business process improvements
- Maintains knowledge and understanding of laws relating to assigned functions
- Reports to work on a regular and timely basis

## **ADDITIONAL ESSENTIAL TASKS BASED ON POSITION:**

### **Compensation & Policy Administration**

- Leads staff as assigned in various functions of the division
- Manages the schedule for and assists with conducting disciplinary hearings, providing guidance and direction to management and hearing officers to ensure a fair, transparent, and complaint system
- Conducts compensation analysis, investigates pay complaints, and responds to management inquiries
- Provides support in the administration of the City's classification and progression systems, ensuring appropriate prioritization of tasks, timeliness, and customer service levels are maintained; takes a lead role in overseeing the work of analysts assigned to specific classification reviews
- Provides support in a variety of areas related to Policy Administration to ensure compliance and best practices are reflected in Personnel Policies and Procedures Manual and communicated adequately across the organization

### **Labor Relations**

- Responds to, investigates, and analyzes labor-related matters and inquiries, complaints, Charter appeals, and grievances to determine resolutions in alignment with collective bargaining agreements and applicable laws
- Develops and maintains collaborative and equitable working relationships with unions



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- Analyzes cost and policy implications of negotiations and labor disputes including management and union proposals, pay scales, benefits, and working conditions, proposing written recommendations as required
- Acts as chief negotiator and/or 2<sup>nd</sup> chair for negotiations and labor management meetings as assigned
- Prepares documents and records required for labor contract negotiations, meetings, and related assignments, and acts as City spokesperson in negotiations as assigned
- Provides assistance to the City's advocate in arbitration hearings and acts as a witness or case advocate in arbitration proceedings as assigned
- Provides assistance in the administration and completion of survey initiatives for sworn personnel
- Leads other staff engaged in labor relations work as assigned

**Investigations & Employee Relations**

- Responds to and investigates complaints related to policy violations, discrimination, and other administrative, non-CBA grievances, and/or Charter appeals and makes recommendations to management related to disciplinary reviews and other appropriate outcomes to cases
- Provides testimony at disciplinary hearings, civil service appeal hearings, arbitrations, and other legal venues related to assigned cases
- Leads other assigned HR staff in complex personnel investigations and coordinates with other agencies on joint investigations
- Prepares and presents training for managers and employees on policy, investigation procedures and best practices
- Monitors employment case law and provides updates and training to management
- Acts as a lead offering support and guidance for staff administering Family and Medical and Paid Parental leaves and Disability Review Committee

**Employment**

- Leads personnel and participates in a full range of recruitment activities for internal and external candidates including advertisement, screening, testing, and interviewing
- Assists departments with additional specialized recruitment efforts and support as needed to meet staffing needs
- Coordinates special recruitment programs and job fairs ensuring diverse and inclusive recruitment practices
- Oversees the administration of the temporary employment contracts and other employment related special projects
- Leads review process of merit related grievance resolutions, background investigations and reference checks, HRIS system improvements related to applicant tracking and research of applicable personnel issues
- Monitors recruiting budget, P-card and accounts payable functions and makes recommendations to management
- Reviews and oversees the most difficult and sensitive recruitments

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

**QUALIFICATIONS:**

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Completion of 120 hours from an accredited college or university; **and**,
- (b) Three (3) years' experience that prepares one to perform the essential tasks listed in this job description;
- (c) One (1) year lead or supervisory experience preferred

**PAY INCREASE OPPORTUNITY**

- Employee will be eligible for a 2.5% increase for possession of the Professional in Human Resources (PHR), or Society for Human Resource Management-Certified Professional (SHRM-CP) certification and employment in the position for one year.
- Employees will be eligible for an additional 2.5% increase (or 5% increase if they never received the initial increase for the PHR/SHRM-CP) for obtaining either the Senior Professional in Human Resources (SPHR), Society for Human Resource Management-Senior Certified Professional (SHRM-SCP), the Certified Labor Relations Professional (CLRP) certification, comparable HRCI, SHRM, World at Work certification, and employment in the position for one year.

Knowledge, Abilities and Skills:

Knowledge of:

- Modern principles of employee management and supervision
- Advanced principles and practices of human resource administration
- Advanced principles of pertinent federal, state, and local laws and regulations, and court decisions applicable to area of HR specialization
- Advanced methods of statistical research and presentation

Ability to:

- Motivate and lead a team of subordinate employees effectively and efficiently
- Establish and maintain effective working relationships with all internal and external stakeholders and customers
- Perform complex technical work with considerable independence
- Exercise independent judgment and initiative within established guidelines.
- Exercise discretion and confidentiality
- Convey information in a manner that builds trust and that the audience understands
- Work in a high-volume HR environment
- Understand and influence the behavior of internal and external customers in order to achieve job objectives and cause action or understanding
- Develop and deliver training
- Approach sensitive and challenging issues in a creative and proactive manner
- Analyze and identify employee, administrative, operational, and organizational issues; evaluate alternatives and reach sound, logical, and fact-based conclusions; develop sound and persuasive recommendations
- Collect, evaluate, and interpret data in statistical and narrative forms
- Use quantitative and qualitative analysis, tools, and reviews

Skill in:

- Considerable skill in developing and maintaining positive and effective interpersonal relationships



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- Decision-making with the goal of balancing the needs of the organization and legal requirements with the best interests of the employees and the City
- Collaboration and commitment to building strategic relationships with internal and external stakeholders and customers
- Conducting in-depth interviews objectively and efficiently
- Planning and organizing
- Training and persuading others
- Conflict resolution

### Physical Requirements:

Physical requirements include arm and hand steadiness and finger dexterity enough to use office equipment; subject to sitting, standing, bending, reaching, and walking; and vision, speech, and hearing sufficient to perform the essential tasks.

### Licenses and Certificates:

None required. Possession of the PHR/SHRM-CP preferred.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting and with occasional travel to other worksites.

**EEO Code: E-02**

**Group: Clerical and Administrative Series**

**Series: Personnel Management**