



Classification: Human Resources Analyst I

Title Code: V00231

Pay Range: 18

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

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

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

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

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

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

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

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

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

May provide guidance to background investigators, and compiles, disseminates, reviews, and approves background investigations for all uniform civilian and civilian new hires; may conduct background investigations as needed.

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

Assists with conducting research and drafting correspondence in response to routine internal and external requests for information regarding employment issues.

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

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

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

Learns to schedule polygraph examinations and review results for applicable classifications to maintain accreditation.

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

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

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

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

Performs other related work as assigned.

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

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

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

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

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

Ability to research, gather, correlate, and analyze facts to process correspondence.

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

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

Ability to deal effectively with stressful and adverse situations.

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

Ability to learn the Patrol's applicable computer systems, policies, and procedures.

Ability to type, proofread, and edit correspondence, forms, reports, computer entries, etc.

Ability to operate basic office equipment as detailed in the description of duties, to include answering the telephone and providing assistance.

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

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

Ability to establish and maintain harmonious working relations with others.

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

Ability to work hours as assigned.

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

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

FLSA STATUS: Non-Exempt

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