

## JOB INFORMATION

Classification	Admin Analyst/Spclst NE-12 Mo
Job Family	Administrative Support
Sub-Function	H1

## JOB DESCRIPTION

The position description must be based on and align with the CSU (California State University) Classification and Qualification Standards for the position, as it is the CSU Classification and Qualification Standards that identifies the position's skill level, distinguishing features, core functions, and minimum qualifications. The position description should be updated regularly to ensure that it accurately reflects the employee's currently assigned responsibilities.

The position description may be drafted by the HEERA (Higher Education Employer–Employee Relations Act) manager, lead, and/or employee who performs the duties, but the HEERA manager is responsible for determining and confirming the position's assigned responsibilities before submitting the position description for review.

For management positions, where set Classification Standards are not provided, the position description should be developed in alignment with institutional goals and the strategic direction of the department. It should clearly articulate leadership responsibilities, decision-making authority, and essential management functions.

## TYPE OF REQUEST

Type of Request	Recruitment: Updating Existing Position
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## JOB INFORMATION

Approved Date	1/1/1900 12:00:00 AM (PST)
Date Last Edited	5/13/2024 10:42:33 AM (PST)
Effective Date	5/13/2024
Working Title	Human Resources Analyst
Position Number	00003151
Job Code	1038
Grade	1
FLSA Status	Non-Exempt
Union Code	Unit 9 - Technical & Support Services
Division	President's Office
College/Program	AVP Empl & Org Dev & Advance
Department	Customer Service Center

## DEPARTMENT DESCRIPTION

Employee and Organizational Development and Advancement/ Human Resources is comprised of: Talent Acquisition, Compensation & Classification, Learning and Organizational Development, Payroll, Benefits Services, Workers' Compensation, HR Customer Service Center and Employee & Labor Relations teams. The Human Resources Customer Service Center (HRS CSC) is the central information unit and supports these areas.

The Human Resources Customer Service Center provides the campus community with readily available pay, benefits, employment, and general employee information. HR CSC staff are responsible for reviewing benefits enrollment and supporting documentation, providing general benefits information, providing general payroll support, coordinating, and supporting employee/labor relations performance evaluation process and providing general office and reception duties. The HR Ops CSC provides faculty, staff, and student employees with general information regarding University policies, procedures, guidelines, and practices and/or will refer them to internal resources who specialize in these areas. They assist with onboarding for new faculty, lecturer, teaching/grad associate and student assistant employees with completion of new hire packages, verify employment eligibility

and clearance process. The HR CSC works closely with all areas of the department and is considered a key partner in providing campus-wide services.

## REPORTS TO INFORMATION

Name of Lead	Lori Bunner
Working Title of Lead	Cnfdtl Admin Support III-12 Mo
Classification of Lead	Cnfdtl Admin Support III-12 Mo
Name of HEERA Manager	Jesus Avalos
Working Title of HEERA Manager	Manager, Strategic Learning & Organizational Effectiveness Initiatives

## OTHER TERMS AND CONDITIONS OF THE JOB

### Driving on University Business

Employees who drive their personal vehicle or a state vehicle on university business must comply with the requirements for driving on university business. Note that the term vehicle also includes but is not limited to electric carts, farm equipment, and rental vehicles. If this position meets the requirements, the incumbent will also be entered into the DMV Employer Pull Notice program.

Does this position require driving on university business?

Employee will drive on university business	Explain the purpose of driving
Does not drive on University Business	

### Level 1 Data

Yes - Works with Level 1 Data

### Credit Check

Credit checks are a type of background check. A credit check will be performed if the position falls under one or more of the categories below.

Please review the position's duties and responsibilities then select any category/categories below that applies/apply to this position:

Position does not require credit check

### Positions Where Background Check is Required by Law

Not applicable

### Sensitive Positions

Not a sensitive position

### Fingerprints

Fingerprinting and a sexual offender registry check are required for positions that have direct contact with minor children in a recreational program or a camp operated by the CSU or on CSU property.

Does this position involve the type of contact described above?

No - This position does not require fingerprinting and a sexual offender registry check

### Mandated Reporter

State law and CSU policy require employees in certain types of position, called Mandated Reporters, to report suspected child abuse or neglect and take related training. There are two categories of Mandated Reporters: Limited Reporters and General Reporters.

Select which category of Mandated Reporter, if any, applies to this position.

Not a Mandated Reporter

### Conflict of Interest

Per state law and CSU policy on Conflict of Interests, personal financial considerations of a government employee should not influence the employee's decisions. To avoid conflicts of interest, employees in designated positions must annually file a state form disclosing their personal financial interests and complete training within 6 months of assuming office and every two years thereafter.

Select any of the areas below in which the position is responsible for making, participating in, or influencing decisions.

None - This position is not designated as a Conflict of Interest

### Campus Security Authority (Clery Act)

None - This position does not designated as a campus security authority

### Background Check

A background check must be satisfactorily completed by all external final candidates before they start working.

Current CPP employees who are under voluntary consideration for a position where a background check is required by law or a designated "sensitive" position must satisfactorily complete a background check before they start working in the new position; they are not required if they have obtained a satisfactory background check result within the past 12 months at CPP.

### Equal Employment Opportunity

This university provides equal employment opportunities to all employees in all terms and conditions of employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

## JOB FUNCTIONS

### PURPOSE OF THE JOB

The purpose of the HR Analyst under the direction of the lead and director is to provide vital human resources, benefits, payroll, employment, workers' compensation support and tuition fee waiver information, answer inquiries, determine and coordinate the need of a specialist and assistance to current, new and prospective employees with courtesy, professionalism, and helpfulness. It is critical that the work is performed in a professional, accurate, and timely manner at all times. In addition to assisting external customers, this position is responsible for providing support services for the Benefits, Payroll, Employee/Labor Relations and Workers' Compensation areas, and responsible for maintaining On Base document imaging projects. This position will provide data analytics to leaders based on type of inquiries so we can align our systems to support more self-service options. This role will be responsible for knowledge base articles and working in service now when conducting daily workflows. Day-to-day work is performed independently under general supervision.

## RESPONSIBILITIES

### Responsibilities

List the responsibilities/essential functions and indicate the approximate percentage of time spent in each. Responsibilities must total 100%. For each responsibility/essential function, provide a clear concise statement, using action verbs, to describe what is done and the purpose or the outcome to be achieved.

Factors in determining essential functions must include but are not limited to: (a) the position exists to perform the function; (b) the time spent performing a function; (c) a limited number of employees are available to perform the function; (d) removing the function would fundamentally change the position; (e) the employee in the position is hired for special expertise or ability to perform the function; (f) the actual work experience of present or past employees in the job and/or (g) the terms of a collective bargaining agreement. (e.g., a front desk coordinator must be able to respond to in-person, telephone, and electronic inquiries). The Americans with Disabilities Act (ADA) provides that there shall not be a barrier to employment for an otherwise qualified individual with a disability who is able to perform the essential functions of the position with or without reasonable accommodation.

Responsibilities/Essential Functions	% Time
<p>Activity in categories varies depending upon start/end of semesters, and in between. Frequently called to answer general and specific questions regarding employment procedures and current job openings, in addition to general campus information. Must be familiar with all state side campus job openings and familiar with other campus employers' job openings as reference. Updates the Employment Opportunity books with current job listings from outside agencies on a regular basis.</p> <p>General (continuous): Assists employees with miscellaneous inquiries, identifies the proper forms and/or procedures. Assists with changes in personal and withholding information, direct deposit enrollment and changes, catastrophic leave donations and California Public Employees' Retirement System beneficiary changes. Explains general and specific HR policies and procedures to the campus community and general public. Answers routine questions regarding benefits and life insurance beneficiary change requests; benefits open enrollment; verifies changes in employee information and obtains the employee's signature. Distributes provider lists, claim forms, miscellaneous other forms, and coverage booklets as needed/ requested.</p> <p>New Hires for multiple employment types: Performs administrative, technical &amp; analytical functions related to new hires for faculty, lecturer, teaching/grad associate, instructional student assistants, and student assistants with the new hire process. Ensures that the proper forms are used and completed depending on the employment type. Verifies employee eligibility to work, initiates 1-9 process, explains campus procedures and policies, benefit and pay information. While hiring occurs year-round, the start and end of each semester finds heavy periods of activity. New hire sign-ups require a lot of attention to detail. Analyzing tracking multiple reports to help track the new hires flow through various EODA departments processes to be able to provide follow-up to requesting campus departments.</p> <p>Special New Hire Analysis &amp; Processing: Performs similar processing as above, but special attention is given to assisting foreign national (Nonresident and Resident Alien, aka NRA) employees with simple to complex documents needed for the sign-up process. Verifies that the employee has the proper documentation that allows them the ability to work in the United States. Inputs NRA employees into the on-line tax system. Scans copies of Visa and related documentation to the share folder to provide the Non-Resident Alien Tax Specialist in Finance and Administrative Services access to retrieve. Coordinate with Payroll's team large group student hiring sessions (i.e. Commencement, Orientation Services and Housing). This includes organizing resources, coordinating team members' schedules, and conducting large group sessions for newly hired student assistants and lecturers to assist them with their signup process.</p> <p>Employment Verifications: Responds to numerous written and phone inquiries for employment verifications.</p> <p>Paycheck Processing: Clearances - Ensures that all steps and procedures are followed when clearing or separating employees. Ability to handle with kindness, courtesy, speed and accuracy. Assists separating faculty, staff and administrators by providing them with clearance forms and instructions about the process and the disposition of the retirement funds and final pay. Issues final settlement check when clearance is complete.</p> <p>Special Check Processes - Releases checks for special disbursements, open salary advances, holding for clearance, and mails checks as requested, etc.</p> <p>Performance Evaluation primary review: Review and track incoming performance evaluations for any ratings or dates that would need to be brought to the attention of the Employee/Labor Relations manager, utilizing PeopleSoft to enter</p>	50%

accurate data of upcoming performance evaluations which is used to communication to HEERA managers by Employee/Labor Relations. Research and analyze performance evaluation frequency for requested departments by using various bargaining units' rules, to determine future dates.	
Document Imaging and Analysis: Provides support and analysis for the document imaging process and workflows. Verifies scanned images in OnBase for accuracy and clarity. Evaluate and troubleshoot image processing errors to determine the need to elevate to team lead or IT On Base support. Make recommendation for image processing to team lead. Trains student assistant team in our document imaging process.	25%
Data Analytics and Service Now Support Maintain and analyze monthly reports generated from Human Resources Service Now System. Identify gaps and opportunities after careful analysis and provide recommendations to Director of SL0EI.  Maintain all knowledge base articles to provide self-service options to the campus. Review and audit knowledge articles regularly and make any necessary updates. Develop knowledge base articles to support customer in general HR inquiries  Serve as the entry point for all customers and provide HR support and troubleshooting. When necessary, escalate inquiries to the appropriate department.  Run reports in Service now and provide dashboard metrics to the department leaders. Analyze reports and propose solutions and modifications to the Service Now workflow to close any process gaps.	25%

## Work Relationships

General Public	To answer routine questions	Daily
Applicants	To discuss recruitments and selection process	Daily
Employees	To answer routine and generalist questions and provide general Human Resources, Benefits and Payroll services	Daily
EODA/HR team members	To discuss and implement various customer service policies and procedures, and coordinate with the specialists as need for employee inquiries	Daily
Non-EODA/HR team members with cross functional support to campus employees	Assist and coordinate for employee inquires that cross departmental functions (i.e. Cashiers, Risk Management and Inclusion & Equity	Daily

## Work Direction

If this position leads or manages, please indicate the number of staff, MPP, and/or Student Assistants.

Type	Number of Employees Position Oversees
Management Personnel Plan (MPP)	0
Staff	0
Student Assistants	0

## QUALIFICATIONS

### PREFERRED QUALIFICATIONS

List additional job-related education, training, experience, and other criteria that provide expertise or value to the position. Ensure these preferred qualifications are related and support the position's purpose or responsibilities.

- Advanced customer service skills, including graceful, helpful, tactful and friendly demeanor while carrying out job duties; even with challenging customers and/or situations.
- Ability to defuse potentially escalating situations with grace, humor, and tact.
- Previous general Human Resources experience preferred.
- PeopleSoft & OnBase experience desirable.
- Ability to apply independent judgment, discretion, and initiative to address problems and develop practical, thorough, and at times, creative solutions.

## REQUIREMENTS OF THE JOB

List required knowledge, skills, abilities, education, experience, licenses, and certifications required to qualify for the job.

All information should come from the CSU Classification Standards except for MPP positions. For more information on the CSU Classification Standards, please visit: <https://www.calstate.edu/csu-system/careers/compensation/Pages/Classification-Standards.aspx>

## Knowledge, Skills and Abilities

- Knowledge, Skills, and Abilities
- Working knowledge of general practices, program, and/or administrative specialty.
  - Basic knowledge of and ability to apply fundamental concepts.
  - Working knowledge of budget policies and procedures.
  - Ability to learn, interpret, and apply a wide variety of policies and procedures relating to and impacting the applicable program, organizational unit, and/or administrative specialty.
  - Knowledge of basic methods and procedures for research and statistical analysis and the ability to apply them.
  - Ability to analyze data and make accurate projections using business mathematics and basic statistical techniques.
  - Ability to organize and plan work and projects including handling multiple priorities.
  - Ability to make independent decisions and exercise sound judgment.
  - Ability to compile, write, and present reports related to program or administrative specialty.
  - Demonstrated ability to establish and maintain cooperative working relationships.

## Experience

- Years of Experience & Nature of Work
- The equivalent training and administrative work experience involving study, analysis, and/or evaluation leading to the development or improvement of administrative policies, procedures, practices, or programs.

## Education

Education Level	Education Details
Bachelor's Degree	The equivalent training and administrative work experience involving study, analysis, and/or evaluation leading to the development or improvement of administrative policies, procedures, practices, or programs.

## Licenses and Certifications (if applicable)

Licenses/Certifications	Licenses/Certification Details
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## PHYSICAL DEMANDS

## PHYSICAL DEMANDS/WORKING CONDITIONS

<b>Physical Summary</b>	Light Work
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## Physical Effort

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Use the codes below for each of the items which most accurately describes the extent of the specific activity performed in this position.

"C" = constantly or 6-8 hours per day  
 "O" = occasionally or up to 3 hours per day

"F" = frequently or 3-6 hours per day  
 "N" = Never

Physical Effort	Code
Sitting	C
Standing	O
Walking	O
Bending Over	O
Crawling	O
Climbing	O
Reaching Overhead	O
Crouching	O
Kneeling	O
Balancing	O
Stooping	O
Grasping	O
Pushing - 10 lbs. or less	O
Pushing - 11 to 25 lbs.	O
Pushing - 26 to 50 lbs.	N
Pushing - 51 to 75 lbs.	N
Pushing - 76 to 100 lbs.	N
Pushing - Over 100 lbs.	N
Pulling - 10 lbs. or less	O
Pulling - 11 to 25 lbs.	O
Pulling - 26 to 50 lbs.	N
Pulling - 51 to 75 lbs.	N
Pulling - 76 to 100 lbs.	N
Pulling - Over 100 lbs.	N
Lifting or Carrying - 10 lbs. or less	O
Lifting or Carrying - 11 to 25 lbs.	O
Lifting or Carrying - 26 to 50 lbs.	N
Lifting or Carrying - 51 to 75 lbs.	N
Lifting or Carrying - 76 to 100 lbs.	N
Lifting or Carrying - Over 100 lbs.	N
Repetitive Use of Hands/Arms	F
Repetitive Use of Legs	O
Eye/Hand/Foot Coordination	F
Driving Cars, Trucks, Forklifts and Other Equipment	N
Being around Scientific Equipment and Machinery	N
Walking on Uneven Ground	O

### Cognitive Efforts

The incumbent is required to exert the following cognitive efforts, Y=Yes or N=No:

Mental Effort	Y/N
Directing Others	Y
Writing	Y

Using Math/Calculations	Y
Talking	Y
Hearing	Y
Working at Various Tempos	Y
Concentrating Amid Distractions	Y
Remembering Names and Details	Y
Making Decisions	Y
Examine/Observing Details	Y
Discriminating Colors	Y

## Environmental Factors

The employee is required to successfully perform the functions of this job in the physical environment identified below.

Use the codes below for each of the items which most accurately describes the extent of the specific activity performed in this position.

"C" = constantly or 6-8 hours per day

"O" = occasionally or up to 3 hours per day

"F" = frequently or 3-6 hours per day

"N" = Never

Environmental Factor	Code
Inside	C
Outside	N
Humid	N
Hazards	N
High Places	N
Hot	N
Cold	N
Dry	N
Wet	N
Change of Temperature	N
Dirty	N
Dusty	N
Odors	N
Noisy	N
Vibration	N
Working with Others	N
Working Around Others	N
Working Alone	O

## Travel Requirements

Estimated Amount	Brief Description
0%	

## Equipment

List any special software, machines, tools, and/or equipment used regularly.

Office Computer (PeopleSoft, Microsoft Office and Adobe products, Internet, OnBase, etc.) - 75%

Phone and office equipment (fax, copier, scanner, etc.) - 25%