

THE CITY OF KNOXVILLE

# CIVIL SERVICE JOB ANNOUNCEMENT

Civil Service Department, Suite 569, City County Bldg, 400 Main Street, Knoxville, TN 37902 (865) 215-2106. Web: [www.knoxvilletn.gov](http://www.knoxvilletn.gov)

2032

## Human Resource Analyst

12/29/2020

(Entry-Level and Promotional)

Drug testing may be required

**ENTRY-LEVEL SALARY:** \$ 48,262 annually

**PAY GRADE RANGE:** \$48,262 - \$72,780 annually (Pay Grade 8)

*The City of Knoxville requires as a condition of employment that all newly employed individuals, former employees that have been re-hired, or employees promoted to a new classification will receive their paychecks by way of automatic direct deposit.*

Starting and promotional salaries will be determined based upon applicant qualifications and in accordance with Civil Service Merit Board Rules and Regulations.

The City of Knoxville only accepts online applications. To apply, go to <http://www.knoxvilletn.gov/jobs>. **You must complete ALL APPLICABLE SECTIONS of the application. DO NOT LEAVE SECTIONS BLANK SIMPLY BECAUSE THAT INFORMATION APPEARS ON YOUR RESUME. Doing so could result in your application being deemed incomplete.** If you need assistance submitting an application, you may visit the Civil Service office at the address listed above.

The following documents **MUST** be submitted online by **4:30 p.m. on: Friday, January 8, 2021.**

- Completed City of Knoxville Online Application
- Detailed Resume (upload and attach to your online application)
- College Transcripts (upload and attach to your online application)
- If you have questions regarding your application or need help applying, please email [mbfoster@knoxvilletn.gov](mailto:mbfoster@knoxvilletn.gov) before the posting deadline.

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**JOB DESCRIPTION: Please See Attached Position Description**

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### MINIMUM REQUIREMENTS

**Unless stated otherwise, applicants must possess and/or meet the following minimum requirements prior to the application deadline.**

- Current City Employees may apply, but must have completed initial Civil Service probationary period and must have received a satisfactory performance rating on their last evaluation to receive promotional preference.
  - Graduation from a CHEA accredited four-year college or university with a major in Human Resources or Personnel Management.
- OR
- Graduation from a CHEA accredited four-year college or university with a major in Industrial/Organizational Psychology, Business Administration, or a closely related field with a minimum of one (1) year professional-level experience in human resource management as an analyst, generalist, specialist, or manager (i.e., job analysis, test development, classification/compensation, training, etc.)

### PREFERRED QUALIFICATIONS

Preference may be given to applicants with progressively responsible human resource management experience in the public sector.

### EXAMINATION

Applicants meeting the minimum qualifications will be scheduled for the written test (100% of final score). The test will include Personnel Administration and Human Resources, Effective Communication, Research and Analysis, and Computers and Software.

**Note: Background checks will be conducted.**

### AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE

**The City of Knoxville does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.**

**POSITION DESCRIPTION**  
**City of Knoxville**

|  |                            |  |
|--|----------------------------|--|
| <b>Class Title:</b> Human Resource Analyst | <b>Working Title:</b> same | <b>PCN :</b> 0057  |
|  | <b>Incumbent:</b> vacant   | <b>Created:</b> July 2010<br><b>Updated:</b> December 2018 |

**GENERAL DESCRIPTION**

Under general direction, serves as a staff analyst in the Civil Service Department. May be solely responsible for human resources projects or programs of moderate to complex difficulty, or may serve as a member of a team when assigned to complex projects. Performs a wide variety of professional-level human resources functions.

**ESSENTIAL FUNCTIONS**

**Classification** - Conducts and implements classification, reclassification, and organizational studies; conducts job analysis for selection and recruitment activities; makes recommendations regarding examination components and weights; prepares written, oral and performance tests and conducts item analysis; prepares written reports and recommendations; develops new and revises existing classification specifications.

**Compensation** – Assists with design and implementation of City's compensation system; conducts compensation and benefit surveys and gathers other related information; responds to requests for compensation and benefit information from other agencies; assists employees and management with compensation related inquiries.

**Recruitment** – Coordinates with City departments to post vacancy announcements, recruit and process applicants, and perform other necessary tasks to fill vacant positions within the City; assists in the coordination and implementation of recruitment and selection activities including announcement development, application screening, and evaluation, examination selection and development, testing, and candidate certification.

**Employee and Management relations** - Advises employees, staff, supervisors and managers on application and interpretation of personnel policies, practices, procedures, rules, benefits, and programs; provides assistance with employee relations issues; provides information and assistance to departmental personnel regarding employee evaluations, disciplinary actions and other employee relations issues; assists with conflict resolution as needed.

**Training** - Assists in developing, coordinating, delivering, and monitoring training programs for City employees.

**Employment Law** - Ensures compliance with relevant employment law and professional guidelines; assists in the planning, organization, and administration of associated human resource management policies and procedures; studies existing and new legislation, anticipates legislation, enforces adherence to requirements, and advises management on needed actions.

**HR Project Management** - Develops, implements, and administers a variety of assigned special projects or programs; performs research, prepares reports, and recommends action on a variety of personnel matters; prepares and analyzes data; makes oral presentations as required; updates and revises written directives, rules, and regulations and various handbooks as appropriate.

**Performance Appraisal** - May participate in coordination of the City performance appraisal system, including the development and implementation of job-related forms, user training, etc.; reviews completed forms for accuracy and completeness, appropriate use of scales, consistency, etc.; provides training as needed.

**HRIS** - Maintains human resource information system records and compiles reports and queries from Peoplesoft; creates and maintains employment files on various topics.

**Public Relations** - Responds to public inquiries in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner.

**Civil Service and Administrative Rules & Regulations** – Assists with maintenance, distribution, and enforcement of the City's Civil Service and Administrative Rules and Regulations; is familiar with rules and policies; assists managers and employees in understanding rules and policies.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of personnel administration and human resources.

Knowledge of state and federal legislation such as Title VII, EEOC, FLSA, ADA, FMLA, etc. and their impact upon the human resource management function.

Knowledge of principles of adult learning and the ability to implement effective training programs.

Written communications skills sufficient to prepare a variety of comprehensive technical reports, professional correspondence, etc.

Oral communications skills sufficient to convey complex technical data, ideas and information to a variety of individuals.

Ability to apply various research and analysis methods and techniques to compile, organize, analyze, and present data and facts.

Ability to read, interpret, and apply a variety of complex rules, regulations, policies and procedures; technical manuals; laws and legal opinions, etc.

Ability to operate personal computers and office equipment sufficiently and to utilize a variety of software packages (e.g. word-processing, spreadsheet, database, etc.) in professional applications.

Ability to function effectively under pressure and meet established deadlines for project completion, program implementation, etc.

Ability to establish and maintain effective working relationships with the public, City officials, departmental representatives, coworkers, etc.

Knowledge of statistical concepts and methods and ability to understand and analyze data.

Knowledge of performance evaluation methods and procedures.

Knowledge of conflict resolution and labor relations and ability to apply these principals to situations.

Ability to create and maintain records in an effective manner.

Ability to provide excellent customer service.

Ability to Work tactfully with and win confidence and cooperation of other departmental personnel, the public, and outside agencies and organizations.

## **PHYSICAL REQUIREMENTS**

This position consists of primarily sedentary work, requiring the incumbent to exert up to 10 pounds of force occasionally, or a lower amount of force frequently, in order to lift/carry, push/pull or otherwise move objects. The job involves sitting most of the time, but may involve walking or standing for brief periods of time. A description of the specific physical requirements associated with this position is maintained on file in the Civil Service office for review upon request.

## **MENTAL REQUIREMENTS**

This position uses logic and/or scientific thinking to define problems, collect information, establish facts, draw valid conclusions, devise and implement policies and regulations, and to manage and coordinate multiple programs or projects. A description of the specific mental requirements associated with this position is maintained on file in the Civil Service office for review upon request.

**MINIMUM REQUIREMENTS**

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OR

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