

BENEFITS AND EMPLOYEE RELATIONS ANALYST

Reports to: Human Resources management

Division: Human Resources

Our ideal candidate

You are a strategic partner who is dedicated to enhancing the employee experience. You have highly developed analytical and critical thinking skills. You are able to manage multiple projects effectively and meet timelines. Your oral and written communication skills are exceptional. You understand politically sensitive issues and handle yourself in a confidential and diplomatic manner. You are committed to providing the best service possible to Santa Barbara County Education Office management, employees, and union partners.

General description

Under general direction, perform a full range of professional analytical work associated with benefits and employee relations, including advising employees on SBCEO health and welfare benefits; supporting the collective bargaining process; advising managers and employees on the interpretation of collective bargaining agreements, employment laws, and SBCEO policies; conducting workplace investigations; and coordinating the interactive process and other employee relations processes in accordance with County Education Office policies and state and federal regulations.

Specific duties and responsibilities

- Conduct inquiries and investigations into allegations of employee misconduct, including alleged violations of SBCEO policies and Title IX regulations; conduct interviews with complainants, respondents, and witnesses; gather and analyze data; apply relevant County policies, collective bargaining agreements, and applicable laws; prepare investigative reports; advise managers about recommended corrective actions, performance improvement plans, and resources for employee development.
- Lead the interactive process to determine the availability of reasonable accommodations; ensure cases are assessed and resolved in accordance with applicable state and federal law.
- Provide support to supervisors in administering leave usage; coordinate the leave of absence and other related processes to ensure compliance with applicable laws and policies and maintain organizational effectiveness.
- Provide guidance to supervisors on addressing performance management concerns; review and suggest revisions to drafts of employee performance evaluations; identify tools and resources for supervisors to use in supporting employees in meeting performance expectations.
- Advise supervisors on the progressive discipline process; support supervisors in following established procedures and gathering appropriate data and documentation to support disciplinary action; review formal disciplinary actions to ensure adherence to applicable collective bargaining agreement, Personnel Commission Rules, SBCEO policies, and applicable laws.

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- Gather information for management to respond to complaints, appeals, and/or grievances in accordance with the applicable collective bargaining agreement, board policies, administrative regulations, and/or Personnel Commission rules.
- Draft, implement, and/or administer new or revised SBCEO policies and procedures in response to administrative needs, new legislation, or negotiations with employee unions.
- Draft memoranda of understanding with employee unions in support of the negotiation process.
- Develop training programs and objectives to meet the employee relations needs of SBCEO and/or specific departments.
- Serve as a facilitator or mediator to support managers and employees in resolving workplace conflicts or engaging in difficult conversations.
- Conduct salary surveys in preparation for negotiations or as assigned by Human Resources management.
- Provide support to employees and retirees in utilizing health and welfare benefits by helping them understand their coverage, assisting in the resolution of claims issues, and providing carrier customer service contacts.
- Support the administration of health and welfare plans by: issuing, collecting, and processing documentation of new employees; processing changes for current employees during annual open enrollment period or qualifying events; and verifying information and eligibility for benefits for employees and retirees.
- Using a variety of media, create employee communications to promote understanding of SBCEO policies and procedures, benefits, and employee rights and responsibilities; maintain up-to-date benefits information on SBCEO Intranet.
- Reconcile invoices and claims from vendors and unions with deductions from employees' payroll warrants.
- Coordinate vendor representatives for annual benefits fair; provide setup and staff support at benefit fairs, health screenings, flu shot clinics, and other health-related events.
- Prepare, revise, and keep updated employee letters and benefit plan enrollment forms.
- Perform other related duties as assigned.

Requirements

A typical way to qualify for this position would be:

Education: Possession of a bachelor's degree in human resources, public or business administration, psychology, social sciences, or related field. Additional related professional experience may be substituted for up to two years of the required higher education on a year-for-year basis.

Experience: Two years of professional experience in human resources that included one or more of the following: benefits administration; leave administration; employee relations/ombuds; labor negotiations; and investigations. A master's degree in a closely related field may be

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substituted for up to one year of required professional experience. Experience in a unionized environment is preferred.

Equivalent combinations of training, education, and experience that provide the required knowledge and abilities will also be considered.

Knowledge of:

- principles, practices, methods and terminology used in public human resources administration
- federal and state law relating to employee benefits, collective bargaining, and leaves of absence
- practices and terminology of health and welfare processing
- principles and practices of workplace investigations
- principles and practices of mediation and conflict resolution
- arithmetic, including percentages and fractions
- modern office practices, procedures, and equipment
- telephone and email etiquette
- standard office productivity software applications, including spreadsheet programs
- correct English usage, grammar, spelling, punctuation, and vocabulary
- record-keeping practices

Ability to:

- gather, evaluate, and analyze data and draw sound conclusions
- analyze situations accurately and adopt an effective course of action
- draft a variety of written documents, including policies, procedures, memoranda of understanding, investigation reports, employee handbooks, and benefits communications
- communicate effectively, both orally and in writing
- learn, interpret, apply, and explain federal and state laws, education codes, SBCEO policies, collective bargaining agreements, and carrier rules affecting health and welfare benefits and employee relations
- learn County Education Office organization, operations, policies and objectives
- learn and apply California Education Code applying to employee relations
- maintain current knowledge of laws, rules, and regulations related to benefits and employee relations
- maintain accurate records and files
- operate a computer and other office equipment and related software programs
- use a human resources information system, enterprise financial system, and other proprietary and commercial databases
- perform accurate arithmetical calculations
- interact effectively with a wide variety of people within and outside the organization
- work independently and as part of a team
- maintain a calm, tactful, friendly and diplomatic manner in interactions with others
- maintain confidentiality of sensitive information



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- plan and organize work to meet deadlines

Licenses and certificates

- Possession of a valid California Class C driver’s license, insurance as required by law, and the use of a dependable automobile are required.

Working conditions

This position is considered generally sedentary. Most work is performed while sitting at a desk and usually involves extensive use of computers, telephones, and other office equipment. Strenuous physical activity — such as lifting and carrying heavy objects, crawling, or stooping — is not generally associated with this position. This position is not typically exposed to significant safety hazards.

Series

Human Resources

Salary range 84

Approved by the Personnel Commission:

December 15, 2022