

DEFINITION:

Perform a variety of professional, technical, and analytical work involved in the implementation of Personnel programs, including recruitment, equal employment opportunity, labor and employee relations, classification, compensation, salary and benefits administration, workers' compensation claims adjustment and program management, and liability claims and loss prevention management, training and organization development, and general administrative services; and conduct special studies and projects as requested.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from the Personnel Analyst I/II classifications in that this classification functions in a supervisory capacity. Incumbents perform a variety of complex research and analytical work on complex tasks and projects in the Personnel Department.

The Senior Personnel Analyst is responsible for a functional area of Personnel or Risk Management, provides direction and supervision over assigned clerical and/or technical staff, and is responsible for developing and managing a division budget.

EXAMPLES OF DUTIES:

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties. Not all duties listed are necessarily performed by each individual in the classification.

Personnel

1. Perform complex Personnel functions; analyze factors that determine job levels of complexity and responsibility for the purpose of either classification and compensation, or for selection and specification development.

Measures: Thoroughness and objectiveness of studies and audits.

2. Coordinate renewal and maintenance of employee benefit programs, including health, dental, vision, long-term disability, life insurance, deferred compensation, etc.

Measures: Timeliness and accuracy in expiration dates and cost benefit analysis of all providers.

3. Develop, evaluate, and coordinate Citywide training programs, including developing instructional material, handouts, evaluation forms, and visual aids and serve as liaison with training consortiums, prepare and administer training contracts.

Measures: Timeliness, applicability and completeness of training requirements as they arise. Applicability and cost-benefit performance of consortium and training contracts.

4. Confer with management, employees and employee representatives in meetings, by correspondence and by telephone; prepare correspondence.

Measures: Demonstrated professionalism, cooperativeness, and accuracy of information provided in communications with all parties and objectiveness of all reports.

5. Assist with salary and benefit negotiation process with represented bargaining units. Conduct and analyze salary and benefit studies.

Measures: Demonstrated professionalism, preparedness, and accuracy of information provided to City management staff and union representatives.

6. Assist with the annual Citywide Personnel budget and position control.

Measures: Timeliness and accuracy of fiscal requirements and accuracy of personnel staffing records.

7. Prepare draft reports, policies and procedures for action by City staff and City Council.

Measures: Completeness and accuracy of reports.

8. Perform other related duties as assigned.

Workers' Compensation Program

1. Perform complex Risk Management functions such as workers' compensation claims adjustment and program management.

Measures: Risk Management programs are run efficiently and effectively.

2. Participate in the development, administration and coordination of the Workers' Compensation and safety training budgets.

Measures: The Workers' Compensation and safety training budgets are managed in a thorough, accurate manner.

3. Adjust, determine compensability, initiate and control delivery of accurate and timely compensation of workers' compensation claims; compute disability and industrial leave payments.

Measures: Claims are adjusted accurately and timely and employees are paid appropriately.

4. Monitor medical management and rehabilitation and provide benefits to Qualified Injured Workers as prescribed by law.

Measures: Employees are provided benefits in a timely and efficient manner.

5. Determine accurate and adequate reserves on assigned claims; review and analyze case documentation and plan pro-active case management strategies.

Measures: Cost of excess workers' compensation is reduced or held down and employees receive appropriate care in a timely manner.

6. Prepare correspondence and reports; participate in revising claim manuals and claim forms.

Measures: Written work is well researched, organized and presented.

7. Identify, evaluate and report excess insurance claims; participate in developing and negotiating structured settlements; assign and monitor investigations relative to compensability and/or possible fraud; attend litigation hearings.

Measures: Workers' compensation claims program functions in an effective, cost-efficient manner.

8. Deal with injured employees and staff from a variety of City departments.

Measures: Interactions with customers is done in a positive, pro-active manner.

9. Plan and participate in technical claims training.

Measures: Supervisors and managers are provided up-to-date, thorough information on policies and procedures.

10. Coordinate and oversee the Citywide Accident Review Committee and the Injury and Illness Prevention Program; provide safety materials to City staff; monitor and review risk assessment and analysis of work sites.

Measures: Demonstrated commitment and active involvement in safety programs and safety training.

11. Develop, evaluate, and coordinate safety training programs, including developing instructional materials, handouts, evaluation forms, and visual aids and serve as liaison with training consortiums, prepare and administer training contracts.

Measures: Timeliness, applicability and completeness of training requirements are met.

12. Perform other related duties as assigned.

LIABILITY CLAIMS PROGRAM

1. Serve as liaison and resource for the Personnel Director, City Attorney, Department Managers, and the public for the management of City liability claims and loss prevention.

Measures: Knowledgeable and reliable resource. Programs are run efficiently and effectively.

2. Conduct internal and external investigations by reviewing accident/incident reports and public liability claims. Respond to incidents that pose liability exposure to the City.

Measures: Thorough investigation that determines liability. Incidents are swiftly responded to.

3. Manage claim files in order to develop reserves, defense and/or settlement recommendations for the Personnel Director and/or City Attorney. Determine accurate and adequate reserves on assigned claims; review and analyze case documentation and plan pro-active case management strategies.

Measures: Costs are reduced or held down. Claimants are treated professionally and in a timely manner.

4. Maintain loss statistics and prepare narrative and statistical reports to fund anticipated losses and evaluate claim trends.

Measures: Completeness and accuracy of reports.

5. Participate in the development, administration and coordination of liability claims and safety training budgets.

Measures: The liability claims and training budgets are managed in a thorough, accurate manner.

6. Provide timely response and management of all public liability claims pursuant to the requirements of the California Government Code, applicable Federal law, court decisions and public agency principles and practices.

Measures: Public liability claims are responded to and managed in a timely manner.

7. Verify, review, reject, negotiate and settle claims against the City within established guidelines; and recommend settlement of larger claims.

Measures: Claims are adjusted accurately and in a timely manner. The liability claims program functions in an effective, cost-efficient manner.

8. Represent the City at Small Claims Court. Serve as liaison with other public agencies, insurance companies and the City excess carrier, CJPRMA.

Measures: Professional and knowledgeable representation of the City.

9. Identify, select, implement and monitor programs designed to reduce the frequency and severity of loss to City personnel and property. Review with management staff and assist to implement improvements.

Measures: Frequency and severity of loss is reduced.

10. Identify, evaluate and report excess insurance claims. Participate in developing and negotiating structured settlements; assign and monitor investigations relative to compensability and attend litigation hearings.

Measures: Liability claims program functions in an effective, cost-efficient manner.

11. Coordinate and oversee the Citywide Safety Inspection Committee whose responsibility it is to inspect City buildings and facilities; provide safety materials to City staff; monitor and review risk assessment and analysis of work sites.
Measures: Demonstrated commitment and active involvement in safety programs and safety training.
12. Develop, evaluate, and coordinate safety training programs, including developing instructional material, handouts, evaluation forms, and visual aids and serve as liaison with training consortiums, prepare and administer training contracts.
Measures: Timeliness, applicability and completeness of training requirements are met.
13. Prepare correspondence and reports; participate in revising claim manuals and claim forms.
Measures: Written work is well researched, organized and presented.
14. Maintain effective working relationships with the public and City staff. Present clear, concise oral and written presentations regarding public agency claims and losses, claim trends, and risk management legislation.
Measures: Demonstrated professionalism, cooperativeness, and accuracy of information is provided in communications with all parties and objectiveness of all presentations.
15. Plan and participate in technical claims training.
Measures: Supervisors and managers are provided up-to-date, thorough information on policies and procedures.
16. Perform other related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Fundamental principles and practices of public personnel and/or risk management administration; principles and techniques of job analysis; principles of employee selection, training, discipline, and evaluation; recruitment techniques, processes and procedures including examination development; math and statistical concepts and methods; principles and techniques of position classification; workers' compensation, liability, and safety programs; laws and administrative regulations and major court decisions regarding employment; methods of gathering, organizing and conveying information; workers' compensation and general insurance principles, practices, and terminology; administration of compensation benefits; medical aspects of claims management; rules of evidence and investigation techniques; loss prevention practices and procedures; safety issues and practices associated with the workplace; budget preparation; basic computer operations, including some knowledge of word processing.

Ability to:

Interact effectively and tactfully with the public and employees, including those in stressful situations, and establish and maintain cooperative working relationships with those contacted in the

course of work; communicate effectively both orally and in writing; analyze, compare, order and evaluate technical and statistical data; correctly identify and describe problems; gather, analyze and present data and information; develop and justify ideas and findings, both orally and in writing; draw logical conclusions and make appropriate recommendations; understand, interpret, explain and apply policies, laws, rules, regulations, standards and procedures; work independently; prioritize work and meet timelines; develop, administer, analyze, and evaluate specific programs, such as workers' compensation, liability, or safety or Citywide training programs; prepare training materials and make related presentations; determine liability and compensability; manage a variety of claims and meet deadlines as prescribed; solve problems effectively; understand and follow written and oral instructions; and effectively utilize a personal computer and modern word processing software.

Education:

Any combination of training and experience that provides the required knowledge, skills, and abilities is qualifying; typical education would include a Bachelor's degree from an accredited college, or university, or equivalent in public administration, personnel management, or related field.

Experience:

Typical experience would include five years of progressively relevant experience and one year of supervisory experience.

Special Requirement:

When assigned to Workers' Compensation Program, must possess State of California, Department of Industrial Relations Self-Insurance Administrator certificate.

When assigned to the Liability Claims Program, course work in risk management and liability claims from the Insurance Institute of America, or equivalent institution, highly desirable.