

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: Human Resources Information Systems Specialist

DEPARTMENT: Human Resources

E-TEAM

SG:E2-5

CS:N

FLSA:N

SOC/EEO4CODE:13-1071/PR

JOB SUMMARY:

Provides support for the City's Human Capital Management (HCM) system under the guidance of senior staff. Assists with the implementation, administration, maintenance, and support of the HCM and related applications. Works collaboratively with Human Resources, Payroll, Benefits, Information Technology, and City staff to support HR business processes, maintain system data integrity, prepare reports, troubleshoot system issues, and assist with system improvements and upgrades.

Provides technical assistance to system users, participates in system testing and implementation activities, develops documentation, and assists with training. Supports ongoing HCM operations by maintaining system data, monitoring security access, and performing routine system administration activities.

SUPERVISORY RELATIONSHIP:

Reports to the Human Resources Deputy Director. Works independently under general supervision and the guidance of applicable federal, State and local statutes, regulations, policies, procedures and contractual agreements. May receive technical guidance from senior Human Resources staff in support of HRIS projects.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Participates in the day-to-day administration and maintenance of the HCM and related applications. Provides user and business process support, researches system issues, and coordinates resolution with senior staff, IT, Application Management Services (ACM) and software vendors as appropriate.
2. Assists with system upgrades, enhancements, testing, and implementation activities by documenting requirements, performing testing, validating results, and reporting issues.
3. Reviews, evaluates and maintains HRIS data, such as job, position, assignment, organizational, and wage information to support accurate personnel and payroll processing.
4. Documents HRIS procedures, workflows, and user guides. Identifies opportunities to improve business processes and system efficiency and provides recommendations to senior staff.
5. Provides technical assistance and training to HCM users on system functionality, processes, and reporting tools. Develops training materials and user documentation.
6. Works collaboratively with Human Resources, Payroll, Benefits, Finance, Information Technology, and other City staff to support HCM operations and resolve system and data issues.

7. Gathers information for system enhancements, software evaluations, and implementation projects. Participates in vendor meetings and provides input regarding system functionality and business needs.
8. Performs audits of HRIS data to support data integrity, consistency, and compliance with applicable policies and procedures.
9. Supports the management of access to Human Resources data in accordance with established security processes and procedures. Assists with processing access requests, maintaining access records and non-disclosure agreements and coordinating with IT staff to establish and update user access.

ADDITIONAL WORK PERFORMED:

1. Participates in special projects involving system evaluation, system enhancements, data analysis, process improvements and system documentation.
2. Performs other related duties of a similar nature and level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):**Knowledge of:**

- Principles, practices and current trends in HRIS and public HR administration including methodology employed in testing, recruitment, selection, interviewing, placement, classification, job analysis, performance management, salary administration, benefits, labor relations, employee training and organizational development, with a focus on applying key technologies to product and service development, delivery and support.
- Working knowledge of federal and State employment and labor law, Civil Service Rules, and City human resources policies and procedures and the ability to interpret for others complex guidelines, codes, labor contracts, regulations, policies and procedures.
- Reporting tools, data analysis techniques and spreadsheet applications.
- Application system projects, system maintenance, and support.
- Data management principles and practices, including data integrity and confidentiality.

Skill in:

- Strong verbal and written communications skills when working with groups and individuals.
- Maintaining and updating HRIS data accurately and efficiently.
- Researching, troubleshooting and resolving system and data issues.
- Demonstrated skill in using spreadsheets, word processing, and database management software.
- Writing reports utilizing reporting tools such as Crystal Reports or similar reporting tools.
- Preparing reports, analyzing and identifying discrepancies.
- Organizing work, managing multiple priorities and meeting deadlines.

Ability to:

- Communicate technical information effectively to users with varying levels of technical knowledge.
- Interpret and apply policies, procedures and applicable regulations.
- Apply HRIS functionality and related business processes.
- Analyze information, identify issues and recommend practical solutions.
- Maintain confidentiality and exercise sound judgment when handling sensitive information.

- Work independently on assigned responsibilities while recognizing when to seek guidance.
- Establish and maintain effective working relationships with City staff, vendors and stakeholders.
- Adapt to changing technology, business processes and organizational priorities.
- Prepare accurate records, reports and correspondence.
- Participate effectively in cross-functional teams and support system implementation and process improvement efforts.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
 - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
 - Frequently remain stationary for long periods of time;
 - Frequently communicate accurate information and ideas with others.

WORKING ENVIRONMENT:

Work is performed primarily in an office setting with extensive time spent at a computer workstation either sitting or standing. Works in an environment with frequent interruptions. This is a sedentary position with minimal physical exertion requirements.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, human resources, public or business administration or related field. PHR or SHRM-CP certification may substitute for two years of education.
- Two years of experience in HCM/HRMS/HRIS administration. Experience with Workday preferred.
- One year of experience in Human Resources working with a full range of HR programs and services such as payroll; classification and compensation; recruitment and selection; benefits; performance management and labor relations.
- An equivalent combination of education and experience sufficient to provide the applicant with the skills, knowledge, and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal background check.

PREPARED BY: A. Sullivan
E. Weinberg
8/26

REVIEWED BY: _____
Deborah Danner
Human Resources Director