CLASSIFICATION TITLE: Workday Analyst	JOB NUMBER: JP-0249	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Human Resources Director	PAY GRADE: 22	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs difficult skilled technical work coordinating the city's Human Resources Information System (HRIS), including all aspects of production, testing and facilitating interfaces between software, hardware and people and work as apparent or assigned. Work involves setting policies and goals under the direction of the Human Resources Director ("supervisor").

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Serves as the lead for Human Capital Management (HCM), HRIS or payroll projects, including software implementation, software updates, data analysis and other projects as assigned; maintains and designs interface between software, hardware and end users.

- Consults with stakeholders to optimize the use of Human Resources (HR) business systems, recommending and implementing enhancements; plans and manages system interfaces and process modifications; ensures data integrity; provides training and support for end users; leads design, testing, and implementation of system upgrades and enhancements; and conducts data analysis to support business process improvements.

- Provides effective HRIS/HCM support for various Human Resources (HR) disciplines such as compensation, on-boarding, recruiting, benefits, performance management, etc.

- Develops and tests required interfaces and customizations. Works closely with HR, payroll and Information Technology (IT) to troubleshoot production issues. Analyzes data to solve issues that arise during the course of both normal business and special projects.

- Supports management by providing HR and payroll system(s) research, reports, and analysis as requested. Responsible for complex and challenging reporting from HRIS.

- Interacts effectively with other teammates to ensure HRIS/HCM support meets the City's needs and strategic objectives.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:
- City and department organization, operations, policies and objectives.
- Human Resources practices and processes, including payroll, benefits, compensation, recruiting, onboarding and performance management.
- Employment laws and regulations affecting HR and payroll data (e.g., FLSA, FMLA, HIPAA, ACA, state labor laws).
- HRIS/HCM platforms and related systems (e.g., Workday, Oracle, UKG, ADP, SAP SuccessFactors, or equivalent).
- Database management concepts, reporting tools (SQL, Power BI, Tableau, or system-native reports), and data analysis methods.
- System integration, interface design and software testing procedures.
- System implementation and upgrade lifecycle (requirements gathering, testing, deployment and training)
- Business process mapping and workflow optimization.
- Data privacy, security and confidentiality standards related to employee information.
- Principles of project management, workflow design and business process improvement.
- Change management and training strategies for end users.

Skills and abilities to:
- Collaborate effectively with HR, Finance, IT, and other stakeholders to align HRIS/HCM solutions with organizational goals.
- Communicate technical concepts in a clear and understandable manner to non-technical users.

- Lead and support system implementations, upgrades and process improvement initiatives.
- Protect sensitive and confidential employee information with integrity and professionalism.
- Adapt to evolving technology, organizational needs and regulatory requirements.
- Provide excellent customer service and support to staff at all levels of the organization.
- Analyze complex data, identifying trends and producing accurate and insightful reports.
- Analyze situations accurately and adopt an effective course of action.
- Configure, test, and troubleshoot HRIS/HCM system functions, upgrades and customizations.
- Translate business needs into effective system solutions.
- Organize multiple projects and tasks with attention to detail and accuracy.
- Prepare clear, concise documentation and training resources for diverse audiences.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities, and meet schedules and timelines.
- Operate modern office equipment including computer equipment and specialized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in business, management information systems or related field and three (3) years of experience using complex ERP/HRIS/HCM software, with at least one year of experience writing reports from an HRIS system, or equivalent combination of education and experience.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.

- <u>Be Accountable for Performance:</u> Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- <u>Provide Excellent Customer Service:</u> Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- <u>Communicate Effectively:</u> Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- <u>Work Safely:</u> Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.
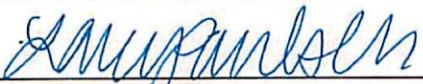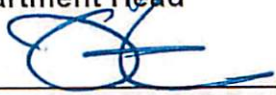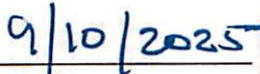
PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires the regular and punctual attendance at the office or other assigned location; work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, using hands to finger, handle or feel and repetitive motions; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization *(for Archive)*

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

_____   9/9/2025
Human Resources Director   **Date**

_____   9/9/2025
Department Head   **Date**

_____   9/10/2025
City Manager or Authorized Designee   **Date**