



Management Analyst I/II

Class Specification

Revised 9/23

Class ID: 110

Unit: MGMT

Probation: 12 Months

FLSA: Exempt

DEFINITION

Under general direction, provides professional administrative staff support to a division or department by conducting specific and comprehensive analyses of a wide range of municipal programs, processes, and services; performs special projects; recommends improvements to municipal policies and procedures; plans, organizes, coordinates, analyzes and implements assigned programs or projects; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management staff. Provides lead technical and functional direction and may supervise assigned staff.

DISTINGUISHING CHARACTERISTICS

Management Analyst I - This is an entry-level position in the Management Analyst classification series. Initially, under close supervision, incumbents learn to apply analytical concepts and work procedures and methods in assigned area of responsibility to resolve problems of moderate scope and complexity. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level typically perform similar duties to the Management Analyst II, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment related to work procedures and methods. Incumbents provide lead technical and functional direction to assigned staff.

Management Analyst II - This is the journey level professional classification in the Management Analyst series. Incumbents are responsible to independently perform work in a variety of assignments including administration of budgets, special projects and programs, legislative analysis and/or research public information, training, and the support of public boards and commissions, as required while exercising judgement and initiative. Assignments and objectives are established but work methods and resources are left to the incumbents' discretion. Performance is reviewed on the basis of general results obtained. Incumbents may be assigned to work on projects in any department where a need exists and may supervise assigned staff.

Positions in the Management Analyst class series are flexibly staffed and positions at the Management Analyst II level are normally filled by advancement from the Management Analyst I level after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Perform a variety of professional-level research, administrative, operational, financial, and analytical duties in support of projects, programs, and activities in support of assigned department.

Conduct surveys and perform research and statistical analyses on administrative, fiscal, and operational problems or issues; evaluate alternatives, make preliminary recommendation; prepare comprehensive technical records and reports; research emerging products and enhancements and their applicability to City needs.

Assist in developing and implementing goals, objectives, policies, procedures, training, programs, work

standards, and administrative control for the assigned department, City and other governmental programs and projects.

Prepare and participate in the development and administration of department/division budgets; monitor revenues and expenditures, identify and recommend resolutions for budgetary issues, participate in the budget review process.

Prepare and process grant proposals and applications; monitor program performance; recommend and, after approval, implement modifications to systems and procedures.

Serve as a liaison with employees, the public, public and private organizations, community groups, commissions and committees, and other organizations; provide information and assistance, and develop and prepare information to the public regarding the assigned programs and services; analyze, interpret, and explain departmental and programmatic policies and procedures to various stakeholders.

Attend and participate in professional group meetings; stay current on trends, technologies, and innovations in area(s) of assignment; monitor changes in federal, state, and local regulations, analyze impact, and develop preliminary recommendations for policy and procedural changes.

Receive, investigate, and respond to difficult and sensitive problems and inquiries in a professional manner; identify and report findings and take necessary corrective action receive and respond to complaints and questions relating to assigned area of responsibility; recommend corrective actions to issues and concerns.

Make presentations to the City Council, advisory commissions or committees, outside governmental agencies and community groups; may provide staff support to City Council and commissions.

Establish and maintain accurate records and files.

Participate in negotiations with contractors, developers, and other individuals and maintain on-going relationships with outside entities.

Provide lead direction and training to staff in related program areas and processes; may be assigned to plan and organize staff workload and assignments; and may supervise assigned staff.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Current principles and practices of budgeting, research methodology, fiscal analysis, and employee relations.
- Research, statistical methods, technical and analytical report writing.
- Current automated records management techniques.
- Current office procedures, computer, technology, and office equipment.
- Operation of a variety of word processing, spreadsheet, database, publishing software. and other applications for assigned work.

Skill or Ability to:

- Plan, organize and administer programs and or projects; conduct organizational, operational and statistical analysis.

- Prepare and analyze a variety of comprehensive reports, studies and related information for decision making purposes.
- Establish and maintain effective working relationships with employees, city officials, contractors and the general public.
- Communicate effectively both orally and in writing in order to present written and oral reports.
- Use initiative and sound independent judgment within established guidelines.
- Operate personal computer applications and equipment relevant to assigned work.
- Develop and conduct training programs.
- When assigned, supervise, train, and evaluate staff and plan and review the work of assigned staff.
- Maintain efficient and effective automated records systems.
- Organize and present in written or oral form, statistical information derived from a variety of sources.
- Represent the City effectively in meetings including attending evening meetings.
- Make accurate arithmetic calculations and perform complex computations.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

Education and Experience:

Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Management Analyst I - Equivalent to a Bachelor's degree from an accredited college or university with major course work in Public Administration, Business Administration, Finance, Economics or a related field.

Management Analyst II - In addition to the above education requirement, two (2) years of progressively responsible professional level organizational administrative and/or operational support experience.

License and Certificate:

Possession of a valid driver license and a satisfactory driving record throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently sit for prolonged periods of time, bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Standing in and walking between work areas is frequently required. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.