

# MANAGEMENT ANALYST I

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



<b>Definition</b>
Under general supervision, provides analytical assistance for the administration of assigned programs and projects; researches and analyzes departmental and programmatic practices and procedures and makes preliminary recommendations for organizational, operational, policy, and procedural improvements; conducts needs analyses, feasibility studies, and evaluations for assigned projects and programs; fosters cooperative working relationships among City departments; and performs related work as required.
<b>Supervision received and exercised</b>
Receives general supervision from assigned management staff. Exercises no direct supervision over staff. May provide technical and functional direction to lower-level staff.
<b>Class characteristics</b>
<p>This is the entry-level in the Management Analyst classification series. Initially, 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. Incumbents exercise some independent discretion and judgment in selecting and applying work procedures and methods. Assignments and objectives are set for the incumbent and established work methods are followed. Incumbents have some flexibility in the selection of steps and timing of work processes. This class is distinguished from the Management Analyst II in that the latter is responsible for performing a greater complexity and variety of research and analysis, participating in departmental planning discussions related to assigned areas of responsibility, and demonstrating independent judgment in selecting methods and techniques for obtaining solutions.</p> <p>Positions in the Management Analyst classification series may be assigned to any City department. Depending on duties assigned, some positions assigned to the City Manager's Office, Finance and Human Resources may be designated as "Confidential."</p>
<b>Examples of typical job functions (illustrative only)</b>
<p>Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.</p> <ul style="list-style-type: none"><li>• Performs a variety of professional-level research, administrative, operational, financial, and analytical duties in support of projects, programs, and activities.</li><li>• Conducts assessments of new and existing programs and special projects; researches and analyzes data and impact to determine feasibility, resolve problems, and increase efficiency; participates in program and project implementation and monitoring of activities.</li><li>• Conducts a variety of analytical and operational studies by selecting, adapting, and applying appropriate analytical, research, and statistical techniques; evaluates alternatives, makes preliminary recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.</li><li>• Drafts and reviews sections of administrative, management, operational, staff, legal, regulatory, and financial reports.</li><li>• Participates in developing goals, objectives, policies, procedures, work standards, and administrative control systems for the department to which assigned.</li><li>• Assists in developing, implementing, and managing assigned programs and projects in support of departmental operations; monitors program performance; recommends and, after approval, implements modifications to systems and procedures.</li><li>• Serves as a liaison and represents the department to other City departments; analyzes, interprets, and explains departmental and programmatic policies and procedures to various stakeholders.</li><li>• Attends and participates in professional group meetings; stays abreast of new trends, technologies, and innovations in area(s) of assignment; researches emerging products and enhancements and their applicability to City needs.</li><li>• Monitors changes in federal, state, and local regulations, analyzes impact, and develops preliminary recommendations for policy and procedural changes.</li><li>• Participates on a variety of interdisciplinary committees.</li><li>• Receives, investigates, and responds to difficult and sensitive problems and inquiries in a professional manner; identifies and reports findings and takes necessary corrective action.</li></ul>

- Performs other duties as assigned.

### Qualifications

#### Knowledge of

- Theories, principles, and practices of public administration as applied to assigned operations, programs, and projects.
- Principles and techniques of conducting analytical studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports.
- Organizational practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Recent and on-going developments, current literature, and sources of information related to assigned programs, projects, and services.
- Business mathematics and statistical techniques.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

#### Ability to

- Implement assigned programs, projects, and activities in an independent and cooperative manner, evaluate alternatives, make sound recommendations, and prepare effective technical and administrative reports.
- Coordinate departmental administrative, budgeting, and fiscal reporting activities.
- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from management staff under general supervision.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop preliminary recommendations for improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Effectively represent the department and the City in meetings with various businesses and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### Education and experience

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

- Equivalent to graduation from an accredited four-year college or university with major coursework in business or public administration or a related field.
- One (1) year of increasingly responsible experience performing administrative, operational, management, and/or financial analysis.

### Licenses and certifications

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment may be required for certain assignments.

**Physical demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites (if required of the assignment); vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. 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 occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**Environmental elements**

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.