



SAN RAFAEL
THE CITY WITH A MISSION

DIGITAL SERVICE ANALYST

Department of Digital Service
and Open Government

OPEN RECRUITMENT

SUMMARY

We are working to build the future of government services and are looking for an organized, critical thinker, who can help build the backbone of our new Department. The mission of the Department of Digital Service and Open Government is to help continuously improve the delivery of City services by designing for and with people, engaging the community, using data to drive decisions, and maintaining modern technology infrastructure. We need a team-member in an analyst role to help organize and coordinate our internal efforts to make all this happen.

You will be working with our team to help spearhead and implement improvements to service design, citywide communication, and technical support through assistance in administrative operations, management of internal projects, community engagement, policy development, and coordination of citywide training programs.

SOME OF THE WORK YOU'LL DO...

- Develop policies, procedures, and guidance
- Manage contracts and vendor relationships
- Assist in the design and management of assets and equipment
- Track and manage invoices
- Support budget development and reporting
- Develop guides, knowledgebase articles, and procedures
- Support community engagement work
- Assist in scheduling and organizing meetings and trainings
- Create and manage web content

WE'RE LOOKING FOR SOME WHO...

- Can present and communicate information to a non-technical audience
- Has graphic design skills
- Lives and breaths customer service
- Believes that teamwork makes the dream work
- Loves technology as much as we do

APPLY ONLINE:

WWW.CITYOFSANRAFAEL.ORG/JOBS

COMPENSATION

\$5,168 - \$6,281 per month
Plus excellent benefits

APPLICATION DEADLINE

Submit your application by
March 29, 2019 at 5:00pm.

CONTACT

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www.cityofsanrafael.org/jobs



ABOUT SAN RAFAEL

San Rafael is the economic and cultural heart of Marin County, and its high quality of life is centered on its commercial districts, strong neighborhoods, and community resources such as active lifestyle and natural environment. The City of San Rafael is a full-service City with a City Council/City Manager form of government which has over 400 employees and an annual budget of \$100 million. The vision of the City is to be a vibrant economic and cultural center reflective of its diversity. The City has an engaged and supportive City Council that desires to strengthen the urban and commercial areas as well as sustain the beautiful natural environment.

City of San Rafael Job Class Specification | Administrative Analyst

SUMMARY

Under the direction of the assigned department head or management position is responsible for performing a variety of responsible, complex, professional administrative staff duties. Work assigned may be in a specific program area and/or to perform administrative duties in support of the assigned department, including research and analysis.

DISTINGUISHING CHARACTERISTICS

This class is designed for professional level, administrative positions performing complex, analytical work. This is a journey level class that is expected to function independent of ongoing supervision. This class is distinguished from the Administrative Assistant series. Administrative Assistants act as the day to day support person for a department or unit. Their focus is to attend to the daily activities required to run an office. An Analyst works in a longer time frame than daily or weekly. The focus of an Analyst is on programs and projects, research and analysis of data, and the preparation and presentation of findings and recommendations.

ABILITY TO:

- Work independently in the completion of assignments.
- Analyze and evaluate data.
- Prepare and present clear and concise reports, both orally and in writing.
- Establish and maintain effective working relationships with others.
- Provide effective functional or project leadership.
- Effectively plan, organize and prioritize work.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, officials and the general public.

ESSENTIAL DUTIES AND RESPONSIBILITIES

include the following. This list is intended to be illustrative and does not represent an exhaustive list of duties and responsibilities. Incumbents may not perform all duties and responsibilities listed. Other duties may be assigned.

- Plans, organizes, coordinates and implements day to day program assignments independently.
- Conducts research, analyzes data, and presents conclusions and recommendations.
- Analyzes federal and state laws and regulations as they relate to assigned programs and develops and implements changes.
- Develops program manuals, comprehensive reports, handouts, flyers, newsletters, and other documents for communicating program information.
- Composes and reviews department website content; maintains the department website.
- Drafts and publishes authorized social media posts consistent with City messaging, and responds to citizen inquiries on behalf of the Department.
- Plans and coordinates civic engagement events.
- Participates in the training of clerical personnel. May provide work direction to others.
- Prepares comprehensive written reports regarding program activities.
- Educates and engages with other city staff, city council, community representatives, and citizens.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as percentages, ratios and proportions to practical situations.

KNOWLEDGE OF:

Principles and practices associated with administration, organization, and management.

Research methods, techniques and statistical and other work measures.

- Department goals, objectives, policy and procedure
- Effective oral and written communications methods
- Operation of Personal Computers and related software
- Statistical, research and survey methods
- Policies and objectives of assigned programs
- Advanced secretarial and administrative methods
- Principles of training and work direction
- Coordination of clerical assignments
- Modern office practices and procedures

EDUCATION and/or EXPERIENCE:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities may qualify. A typical way of gaining the knowledge, skill and ability outlined above is:

Equivalent to an Associate's degree with college course work in public administration, business administration or a related field.

AND

Three (3) years of progressively responsible administrative support experience, preferably within a public agency. Experience involving extensive written customer communications, employer social media posts, research, budget preparation/reconciling, development of marketing materials and event planning/coordination may substitute for the required education on a year-for-year basis.