

MANAGEMENT ANALYST**DEFINITION**

Performs a full range of varied, responsible professional and complex technical administrative and analytical duties in support of assigned department, division, function, or program area; provides professional level research, analysis, report preparation, and other analytical support to assigned area; serves as project manager on assigned projects; coordinates assigned activities with other functions, divisions, outside agencies, and the general public; and performs a variety of professional level duties relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

This classification receives general supervision from an assigned Department Manager. Project and technical direction may be provided to staff on a project or day-to-day basis.

CLASS CHARACTERISTICS

The Management Analyst classification is considered a professional level position working on complex projects of diverse scope and moderate to difficult complexity involving studies, report writing, and calculations. Assignments performed at this level require a broad knowledge of assigned program area and an in-depth knowledge relative to specific area of assignment. Positions assigned to the Management Analyst classification provide strong support and problem solving requiring an in-depth evaluation of various factors.

EXAMPLES OF DUTIES (Illustrative Only)

- Performs a variety of professional level research, administrative, operational, financial, and analytical duties in support of assigned programs and functions within a department, division, or program area; conducts studies, research projects, and analysis by selecting, adapting, and applying appropriate analytical, research, and statistical techniques.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned functions and program areas; researches, implements, and administers policies, procedures, and changing business practices and processes for assigned area; coordinates, structures, and oversees on-going or special programs as assigned.
- Conducts or participates in studies of new and existing programs and special projects; researches and analyzes organization structure, technical data, and fiscal impact to determine feasibility, resolve problems, and increase efficiency; consults with City personnel and outside agencies; develops recommendations; assists with the development of policies and procedures; participates in program implementation and monitoring activities; serves as project manager for assigned projects.
- Provides assistance in resolving operational and administration problems; identifies problem areas and issues; conducts research to find alternative solutions; makes recommendations; assists in implementation of recommendations.

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- Prepares administrative, operational, and financial reports including the preparation of conclusions, recommendations, and forecasts based on data summaries and other findings; consults with City staff, outside agencies, and associations to obtain information; advises management staff on emerging issues.
- Assists with the budget process; provides assistance in the development and administration of assigned budget; collects and analyzes financial data; provides short and long term planning as applicable to area of assignment; makes budget recommendations relative to assigned program areas or projects; coordinates and compiles budget recommendations prepared by other staff; creates data tracking and reporting systems; monitors status.
- Provides staff assistance to management staff; performs a full range of complex duties in support of administrative functions and project areas; reviews and analyzes month end department reporting; prepares staff reports, consults with and advises department personnel.
- Coordinates assigned services and project activities with other City programs, functions, boards, committees, and task forces as well as external organizations and agencies and the general public; coordinates with, interacts with, and shares knowledge, issues, and status with appropriate parties.
- Represents area of assignment, participates on, and provides staff support to a variety of committees, task forces, and boards; prepares and presents staff reports and other correspondence as appropriate and necessary; responds to and resolves inquires and complaints.
- Oversees and assumes responsibility for departmental and/or some City-wide communications; prepares press releases, City Council staff reports, newsletter articles, and other informational pieces; assists management staff in the preparation of various presentations.
- Researches, negotiates, and monitors assigned contracts and agreements with outside suppliers, services providers, and others; ensures work is performed in compliance with contracts and agreements.
- As assigned, plans, organizes, administers, reviews, and evaluates the work of assigned administrative/clerical support staff; assists in the development, implementation, and monitoring of work plans to achieve goals and objectives; supervises and participates in developing, implementing and evaluating plans, work processes, systems, and procedures to achieve annual goals, objectives, and work standards.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of business and public administration and issues related to area of assignment.
- May conduct field inspections related to assigned projects.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services, and activities of assigned program area.
- General principles, practices, and procedures of business administration and public administration.

- Principles, structure, and organization of public sector agencies
- Principles and practices of project management.
- Professional and/or technical knowledge of business/industry principles and practices for the area of responsibility.
- Methods and techniques used in the performance of duties and responsibilities specific to the area of assignment.
- Methods and practices of municipal budgeting and finance management.
- Methods and techniques of data collection, research, and report preparation.
- Methods and techniques of statistical and financial analysis.
- Principles and applications of critical thinking and analysis.
- Principles and practices of record keeping and records management.
- Pertinent federal, state and local laws, codes and regulations.
- Basic principles of supervision, training, and performance evaluation.
- Modern office procedures, methods and equipment including computers and supporting applications.

Skill in:

- Performing a full range of analytical and administrative duties in support of assigned programs and functions.
- Collecting, evaluating, and interpreting information and data from multiple sources.
- Conducting research and analysis and providing appropriate recommendations based on findings.
- Conducting or participating in various organizational, fiscal, and administrative studies and analysis including those on new and existing programs and special projects.
- Preparing clear and concise analytical, administrative, and financial reports.
- Developing recommendations for problematic areas and implementing/monitoring changes.
- Providing information and organizing material in compliance with laws, regulations, and policies.
- Participating in the development and administration of policies and procedures.
- Overseeing assigned project or project components; managing assigned project scope, schedule, and budget.
- Directing, coordinating, training, and reviewing the work of assigned support staff.
- Understanding and using technical and/or industry concepts and directions to solve problems and manage projects in creative and effective ways.
- Understanding the organization, operations, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understanding, interpreting, and applying general and specific administrative and departmental policies and procedures, as well as applicable federal, state and local policies, laws and regulations.
- Assisting with budget preparation and administration.
- Managing multiple tasks, setting objectives/goals, and re-prioritizing as needed.
- Working effectively under pressure, meeting deadlines, and adjusting to changing priorities.
- Working cooperatively with other departments, City officials, and outside agencies.

- Responding tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility.
- Effectively representing the City to outside individuals and agencies to accomplish the goals and objectives of assigned area.
- Communicating clearly and concisely, both orally and in writing.
- Operating modern office equipment, including a computer and various software packages.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

Education and Experience:

Possession of a Bachelor's degree from an accredited college or university with major course work in public or business administration, or a related field that pertains to the scope of work; and three (3) years of increasingly responsible administrative experience, including experience performing research, analysis, project coordination, and budgetary duties.

License and Certification:

Specified positions may require a valid California class C driver's license and a satisfactory driving record.

Working Conditions:

Works predominately inside. May work outside occasionally, depending on assigned projects. Must be able to attend off-hours meetings or events or work occasional overtime as required.

Physical Demands:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; strength and stamina to lift and carry 20 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.