



## Management Analyst

### Definition

Under general supervision, provides administrative, budgetary, grant, and work-flow support to assigned departmental projects and programs; analyzes programmatic practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; conducts needs analyses, feasibility studies, and evaluations for assigned projects and programs; develops, summarizes, and maintains administrative and fiscal records; fosters cooperative working relationships among City departments and acts as liaison with various community, public, and regulatory agencies; and performs related work as required.

### Class Characteristics

Incumbents analyze, develop, and recommend policies and procedures for a variety of projects and programs within an assigned division/department. Incumbents support the work of departmental management staff by conducting day-to-day administrative support activities and by providing a professional-level resource for organizational, managerial, and operational analyses and studies. The work has technical and programmatic aspects requiring the interpretation and application of policies, procedures, and regulations and may involve frequent contact with the public.

### Supervision Received and Exercised

Receives general supervision from assigned management personnel. May exercise direct and general supervision over assigned technical and office support staff.

### Typical Job Functions

*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.*

Assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems.

Performs professional-level administrative and programmatic work in such areas as financial administration and reporting, purchasing, management analysis, and program evaluation.

Coordinates department-specific programs and projects; plans, organizes, oversees, and directs all aspects of assigned programs, including legal and regulatory compliance to avoid substantial fines; coordinates with private businesses and governmental agencies regarding the program as needed.

Participates in the development and implementation of new or revised programs, systems, procedures, and methods of operation; compiles and analyzes data and makes recommendations regarding staffing, equipment, and facility needs.

Participates in the development and administration of project and programmatic budgets, including cost containment and grant funds disbursement.

Collects, compiles, and analyzes information from various sources on a variety of specialized topics related to programs administered by the position or by management staff including complex financial, budget, or administrative issues or questions; prepares comprehensive technical records and reports to present and interpret data, identifies alternatives, and makes and justifies recommendations.

Participates in the selection, motivation, and evaluation of assigned staff; provides or coordinates staff training; works with employees to correct deficiencies.

Directs the work activities of assigned clerical and technical personnel; prioritizes and coordinates work assignments; reviews work for accuracy; recommends improvements in workflow, procedures, and use of equipment and forms.

Conducts surveys and performs research and statistical analyses on administrative, fiscal, personnel, and operational problems or issues; monitors legislation and analyzes proposed legislation.

Serves as a liaison with employees, public, and private organizations, community groups, and other organizations; provides information and assistance to the public regarding the assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.

May assist in the development and reporting of alternate funding sources and ensures that City, state, federal and funding agency and City accounting and reporting requirements and applicable laws, regulations, and professional accounting practices are met.

Prepares and submits City Manager and City Council agenda reports and various other commission, committee, and staff reports, resolutions, ordinances, and correspondence regarding assigned activities.

Confers with other management staff regarding provision of administrative and support services, including contracts, agreements, and grant reporting.

Assists in the preparation of requests for proposals and bids and administers consultant contracts.

Maintains accurate records and files; develops storage of records and retention schedules.

Conducts a variety of analytical and operational studies regarding programmatic activities; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.

Designs, develops, organizes, and oversees multiple programs; administers program budgets; acts as the liaison between the City and outside agencies and vendors; oversees committees formed for these programs; receives, reviews, and organizes program applications; ensures that awards stay within funding

limits; presents committees' recommendations to the City Council; sends award letters to program applicants; represents the City to applicants.

Assists with and coordinates and organizes special events; represents City to residents in explaining City policies; provides outreach and public education programs to the community.

Plans, organizes, and oversees special projects that require coordination with and direction of contract consultants.

Participates on a variety of interdisciplinary committees and commissions and represents the City to a variety of community and stakeholder groups.

Communicates orally, in writing, or through graphic representations and statistical summaries with colleagues, managers, employees, the public, organized employee groups and representatives of various organizations.

Performs other duties as assigned.

## **Qualifications**

### **Knowledge of:**

Principles and practices of municipal government management.

Basic principles, practices, and procedures of funding sources and grant funds disbursement.

Project and/or program management, analytical processes, and report preparation techniques; municipal programs such as, but not limited to, purchasing, personnel, risk management, finance, budgeting, and other related governmental programs.

Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.

Basic principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

Basic principles and practices of public administration as applied to operational unit and program administration.

Research and reporting methods, techniques, and procedures.

Sources of information related to a broad range of municipal programs, services, and administration.

Applicable Federal, State, and local laws, codes, and regulations.

Principles and practices of public agency budget development and administration and sound financial management policies and procedures.

Principles and practices of contract administration and evaluation.

Record keeping principles and procedures.

Modern office practices, methods, and computer equipment.

Computer applications related to the work.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.

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 to public and City staff, in person, and over the telephone.

**Ability to:**

Assist in the development of goals, objectives, policies, procedures and work standards for the department.

Coordinate and oversee programmatic administrative, budgeting, and fiscal reporting activities.  
Plan and conduct effective management, administrative, and operational studies.

Train staff in work procedures.

Conduct research on a wide variety of administrative topics including grant funding, contract feasibility, budget and staffing proposals, and operational alternatives.

Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.

Evaluate and develop improvements in operations, procedures, policies, or methods.

Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.

Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.

Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.

Establish and maintain a variety of filing, record-keeping, and tracking systems.

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.

Operate modern office equipment including computer equipment and specialized software applications programs.

Use English effectively to communicate in person, over the telephone, and in writing.  
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**

*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 administration, public administration, or a related field and one (1) year of responsible administrative experience in municipal government.

### **Licenses and Certifications**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

### **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 District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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, typewriter 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.