



MANAGEMENT ANALYST I/II

Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.

Definition:

Under general direction, this position performs a wide variety of highly responsible and complex administrative support functions for a City department or division. The Management Analyst participates in assigned administrative processes, procedures, and programs and is responsible to provide information and assistance to the public regarding the assigned programs and services. Specific duties of this position varies based on department assignment.

Classification Characteristics:

Management Analyst I: This is the entry level position in the Management Analyst series and is distinguished from the Management Analyst II by the performance of the less complex analytical functions and duties assigned within the series. The Management Analyst I is typically used as a training class. Positions in this class are flexibly staffed and may advance to the Management Analyst II level when training and experience is sufficient to perform at the full journey level. This position receives general supervision and may receive technical and functional supervision from higher level staff.

Management Analyst II: This is the full journey level position in the Management Analyst series. This class is distinguished from the Management Analyst I by the performance of the full range of duties assigned including exercising independent judgment within established guidelines and regulations. Positions in this class are flexibly staffed and are normally filled by advancement from the Management Analyst I level, or when filled from the outside, have prior experience. This position receives general direction.

Essential Functions:

- Participate in assigned administrative support functions including the department budget; coordinate and administer various specialized City programs; may direct the work activities of assigned clerical and technical personnel; prioritize and coordinate work assignments; review work for accuracy.
- Participate in the preparation and administration of assigned budgets; maintain and monitor appropriate budgeting controls.
- Collect, compile, and analyze information from various sources on a variety of specialized topics related to assigned programs; prepare reports which present and interpret data and identify alternatives; make and justify recommendations.
- Assist in the drafting and implementation of City policies and procedures.
- Assist in the preparation of ordinances, resolutions and other supporting program documents; prepare and monitor program grants and related proposals; monitor compliance with applicable contractual agreements.

- Negotiate and coordinate in the development of contracts for professional services, identify funds available; prepare staff reports; interface with legal counsel as required.
- Prepare comprehensive technical records and reports pertaining to assigned area of responsibility; conduct research and comprehensive data collection efforts to support analysis.
- Participate in special projects including research of new programs and services, budget analysis and preparation of feasibility analyses; prepare and present reports; participate in a variety of City operations.
- Receive and respond to complaints and questions from the general public related to assigned area of responsibility; review problems and recommend corrective actions; prepare summary reports as required.

Management Analyst I Qualifications:

Knowledge of:

- Methods and techniques of research, program analysis, and report preparation.
- Negotiation techniques.
- Public relations techniques.
- Principles and procedures of record keeping.
- Verbal and written communication skills including proper grammar.
- Modern office procedures, methods, and computer software.
- Pertinent Federal, State, and local laws, codes, and regulations.

Ability to:

- Administer contracts with outside service providers.
- Monitor work quality and progress of work provided by outside service providers.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Research, analyze, and evaluate programs, policies, and procedures.
- Organize, consolidate and report statistical data.
- Independently prepare complex correspondence, memoranda and reports.
- Communicate clearly and concisely, both orally and in writing.
- Learn Federal, State and local laws, rules and regulations governing area of responsibility.
- Learn principles and practices of budget preparation and administration.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Exercise good judgment, flexibility, and sensitivity in response to customer inquiries and complaints.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

Experience and Training: *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

One year of responsible administrative and analytical experience including analysis and coordination of public programs.

Training:

Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in business administration, public administration or a related field.

License or Certificate:

Possession of a California Class C Driver's License with an acceptable driving record.

Management Analyst II Qualifications:

Knowledge of:

- Methods and techniques of research, program analysis, and report preparation.
- Negotiation techniques.
- Public relations techniques.
- Principles and procedures of record keeping.
- Principles and practices of budget preparation and administration.
- Verbal and written communication skills including proper grammar.
- Research, program analysis and report preparation.
- Modern office procedures, methods, computer software.
- Federal, State and local laws, rules and regulations governing area of responsibility.

Ability to:

- Understand the organization and operation of the assigned department and outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply administrative and departmental policies and procedures.
- Work independently in the absence of supervision.
- Administer contracts with outside service providers.
- Monitor work quality and progress of work provided by outside service providers.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Research, analyze, and evaluate programs, policies, and procedures.
- Organize, consolidate and report statistical data.
- Independently prepare complex correspondence, memoranda and reports.
- Communicate clearly and concisely, both orally and in writing.
- Federal, State and local laws, rules and regulations governing disclosure of information.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Prepare clear and concise reports, correspondence and memoranda.
- Understand and follow oral and written instructions.
- Exercise good judgment, flexibility, and sensitivity in response to customer inquiries and complaints.

- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

Experience and Training: *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

Three years of increasingly responsible administrative and analytical experience including analysis and coordination of public programs.

Training:

Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in business administration, public administration or a related field.

License or Certificate:

Possession of a California Class C Driver's License with an acceptable driving record.

Working Conditions:

Work primarily in an office environment including sustained posture in a seated position for prolonged periods of time; standing and moving around work area. Subject to frequent interruptions and contact in person and on the telephone. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Speaking and acute hearing is required for responding to in-person and telephone inquiries. Vision is required for normal office work. The need to lift and carry files and documents weighing up to 25 pounds is required.