



MANAGEMENT ANALYST SERIES

MANAGEMENT ANALYST I/II/III

FLSA Status: Management Analyst I and II (Non-Exempt); Management Analyst III (Exempt)

Adopted: January 13, 2021

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

GENERAL DEFINITION – Management Analyst Series

To provide responsible professional, administrative and technical assistance in the development, administration and implementation of Town programs, operations, services and policies; to conduct financial and special studies, surveys and research assignments in a wide range of municipal policies involving organization, procedures, finance, and personnel services; may be responsible for oversight of programs, projects and/or financial, and personnel services of the assigned department.

DISTINGUISHING CHARACTERISTICS

MANAGEMENT ANALYST I (NON-EXEMPT): This is the entry level position in the Management Analyst series which can be assigned to various operating departments. This class is distinguished from the Management Analyst II and III positions by the performance of the more routine professional tasks and duties. Employees at this level are not expected to perform with the same level of independence of direction and judgment on matters related to established procedures and guidelines as are tasks assigned to the Management Analyst II and III levels. As this is an entry level or training class, employees may only have limited or no directly related work experience. Employees work under close supervision while learning tasks.

MANAGEMENT ANALYST II (NON-EXEMPT): Work in this class is distinguished from that of a Management Analyst I by the greater complexity of the assignments received and by the greater independence with which an incumbent is expected to operate. Appointment to the higher class requires that the employee be performing substantially the full range of duties for the class and meet the qualification standards for the class. A Management Analyst II works under general supervision and is expected to perform the entire range of administrative and technical duties requiring a complete knowledge of departmental policies and procedures. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Management Analyst I, or, when filled from the outside, require prior municipal administrative experience.

MANAGEMENT ANALYST III (EXEMPT): This is a professional-level position in which the incumbents perform routine, difficult, and complex administrative and technical work with limited supervision, where assignments are subject to infrequent review while work is in progress and upon completion. This position uses independent judgment and analytical abilities, which require sound grounding in municipal government and/or assigned program area fundamentals, as well as the ability to independently solve problems of moderate difficulty. Strong written, verbal, interpersonal and human

relations skills are essential for incumbents assigned to this classification. This position regularly performs routine and specialized day-to-day department office support work. This position is distinguished from the Management Analyst I and II in that the assignments are more complex and difficult in nature, and may have staff supervision responsibilities.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Department Head or other management staff member as designated by the Department Head. May exercise supervision over technical and clerical support staff or other staff, as assigned.

EXAMPLES OF DUTIES

Depending upon assignment, essential and other important responsibilities and duties may include, but are not limited to the following:

- Compile and analyze data; prepare reports and make recommendations on the formulation of policy and procedure.
- Perform research and statistical analyses on administrative, fiscal, personnel, and operational problems.
- Assist in the development of short and long-range plans; gathers, interprets, and prepares data for studies, reports and recommendations.
- Assist in the development, coordination and monitoring of the budget; prepare a variety of fiscal, administrative and management reports.
- Assist in the development of new program elements and program modifications as necessary to meet goals and objectives; monitor and coordinate the daily operation of assigned program area; and, perform analytical work and maintain appropriate records and statistics.
- Compile materials and assist on the preparation of reports, manuals, and publications.
- Prepare and deliver clear and concise reports, correspondence.
- Prepare and administer contracts and agreements; participate in and coordinate or facilitate departmental and/or citywide committees and projects.
- Respond to complaints and requests for information from the public and Town staff; research requested information and determine appropriate resolutions.
- Represent the Town in interdepartmental, community, professional and governing board meetings as required; make presentations as necessary.
- Assist in the coordination of intradepartmental and departmental activities with other Town departments and divisions, and outside agencies.
- Interpret Federal, State and local regulations; coordinate their application to Town operations.
- Build and maintain positive working relationships with co-workers, other Town employees and the public, using principles of good customer service.
- Manage small projects and assist in managing larger projects, independently.

QUALIFICATIONS

MANAGEMENT ANALYST I (NON-EXEMPT)

Knowledge of:

- Basic accounting principles and internal control best practices.
- Personnel administration principals and benefit management.
- Basic public administration and project management principles
- Pertinent local, State and Federal laws and Town functions, policies, rules, codes, and regulations, in the assigned area of expertise.

- Statistical and fiscal analysis and report writing standards.
- Research techniques and methods of report preparation.
- Recordkeeping, business office management, and administration processes and principles.
- Good customer service principles and practices.
- Effective interpersonal communication techniques and principles, including problem resolution methods.
- Basic mathematical principles.

Ability to:

- Organize, plan, schedule, and implement operations; conduct analytical and administrative projects related to area of assignment.
- Work effectively under pressure and prioritize project activities and deadlines. Exercise initiative and independent judgment in sensitive situations.
- Manage projects effectively through coordination with the public, department heads, and other staff members.
- Communicate clearly and concisely, both orally and in writing, with a wide variety of people and interests
- Administer assigned program(s) responsibilities effectively.
- Operate a personal computer with proficiency and familiarity to effectively produce complex, professional reports, charts, spreadsheets and other documents.
- Establish and maintain cooperative working relationships with department representatives, public officials, and the general public.

Experience and Training (any two):

- Five to seven years of progressively responsible administrative experience, preferably in local government.
- One to two years of progressively responsibilities in area of expertise.
- Equivalent to an Associate's Degree from an accredited college or university with major course work in public or business administration or a closely related field.

MANAGEMENT ANALYST II (NON-EXEMPT)

In addition to the qualifications for Management Analyst I:

Knowledge of:

- Intermediate understanding of the regulations, guidelines and principles in accounting, budget, and fiscal policies.
- Principles and practices of EEO, selection, recruitment, job evaluation, benefits administration, classification, and compensation.
- Research techniques, sources, and availability of information, and of report preparation and presentations.
- Principles and practices of advanced project management and workflow analysis.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Ability to:

- Manage and summarize large dataset and present information in easy-to-understand charts and tables.
- Perform a wide variety of complex analytical duties with little to no supervision.
- Manage more complex or sensitive projects.
- Diagnose problems of a more complex nature.
- Properly interpret and make decisions in accordance with laws, rules and policies.

Experience and Training (One of the Following):

- Three to four years of experience as Management Analyst I or equivalent.
- Equivalent to a Bachelor's Degree from an accredited college or university with major course

work in public or business administration or a closely related field, plus four years of experience in area of expertise. Bachelor's Degree may be replaced with passing two of four CPA exams, two of four CPFA exams, SHRM-CP License, or equivalent certifications.

MANAGEMENT ANALYST III (EXEMPT)

In addition to the qualifications for Management Analyst II:

Knowledge of:

- Advanced understanding of the regulations, guidelines and principles in accounting, budget, and fiscal policies.
- Advanced principles and practices of EEO, selection, recruitment, job evaluation, benefits administration, classification, and compensation.
- Research techniques, sources, and availability of information, and of report preparation and presentations.
- Principles and practices of advanced project management and workflow analysis.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Ability to:

- Prepare Staff Reports and present routine analysis and updates to the City Council, commission or committee.
- Review complex organizational, administrative and financial problems, and recommend and implement an effective course of action.
- Research and recommend policies and procedural changes to department head and relevant parties.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing. Interpret and apply policies, procedures, rules and regulations.

Experience and Training (One of the Following):

- Three to four years of experience as Management Analyst II or equivalent.
- Equivalent to a Master's Degree from an accredited college or university with major course work in public or business administration or a closely related field, plus ten years of experience in area of expertise. Master's Degree may be replaced with CPA License, CPFA License, SHRM-SCP License, or equivalent certifications.

WORK ENVIRONMENT/PHYSICAL DEMANDS

Ability to work in a standard office environment.