Management Analyst I

Summary
Learn and perform administrative, financial, systems, statistical, personnel and other management analyses for an assigned department, division, or program; and to learn and perform progressively responsible professional assignments such as budget, contract administration, grant administration, legislative monitoring and regulatory compliance.

Class Characteristics
Direction is provided by an assigned manager or department director. Responsibilities may include the indirect and direct supervision of technical and administrative support personnel.

This is the entry level class in the Management Analyst series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is the entry level professional in the series, employees may have only limited directly related work experience. Employees work under general supervision while learning job tasks. Incumbents perform the more routine professional assignments in support of an assigned department, division, or program. This class is alternately staffed with Management Analyst II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency that meets the qualifications for the higher level class.

Essential Duties, Skills, and Demands of the Position
The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:
Assist in coordinating and facilitating the preparation, development, monitoring and administration of department or division operating, multi-year and/or capital improvement budgets.

Research, evaluate, and prepare statistical, financial, demographic and operational data used in reports, studies, surveys and analyses; maintain and track key quality measures for assigned department.

Track and summarize pending legislation and/or regulations.
Serve as liaison between outside organizations and the City; provide professional guidance and interpretation of City policies and procedures.

Participate in the development and implementation of departmental strategic plans.

Assist with the investigation, analyses, development, preparation, coordination and/or conduct of special studies or projects and corresponding documentation and technical reports; draft, edit and/or evaluate Council agenda reports prepared by department personnel.

Assist with the revision and development of fees; administer contracts and leases; ensure compliance with department procedures, City policies, and pertinent laws, regulations and ordinances.

Assist in the development and analysis of departmental policies, procedures and systems.

Prepare draft regulatory reports.

Receive, research, and respond to questions from outside agencies, other City departments and the general public.

Research grant opportunities and prepare grant proposals; monitor and administer grants.

Assist with the monitoring of consultants and contractors; administer contracts.

Evaluate departmental, division, and/or program operations and activities; measure performance; recommend improvements and modifications; prepare associated reports on operations and activities.

Represent departmental and City interests on committees, outside organizations, and at staff subcommittees as necessary; coordinate technical support activities with other departments, divisions and outside agencies.

Learn to and plan, prioritize, assign, and review the work of support staff; participate in the recommendation of the appointment of personnel; provide or coordinate staff training; and work with employees to improve performance.

Participate in the administration of asset management and customer service request training systems; monitor customer service and work order tracking systems to assure efficient and timely resolution of requests and routine maintenance tasks.

Answer questions and provide information to the public, via telephone, e-mail, and written correspondence; investigate complaints and recommend corrective action as necessary to resolve complaint.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.
Skills/Abilities:
Research, analyze, and develop recommendations for the resolution, and/or improvement of technical and administrative issues within assigned department.

Work with and maintain the confidentiality of information.

Learn to perform professional analytical work in support of assigned department and programs.

Identify, research, and respond to routine questions from other City departments, outside agencies and the public.

Prepare and present more routing, less complex technical reports, requests for proposal, contracts and agreements.

Learn to interpret, understand and apply City and department policies and procedures, local, state and federal regulations.

Learn to analyze financial data, fiscal and actuarial reports.

Participate in the conduct, preparation and presentation of special studies related to assigned operations.

Supervise, train and evaluate assigned support staff.

Utilize sound judgment to make decisions in the course of work.

Operate a personal computer with a working knowledge of analytical spreadsheets, word processing, and related business software and equipment including intermediate or better skill level of Microsoft products.

Apply innovation to problem solving and adapt to new and changing circumstances.

Provide leadership when necessary to effect departmental goals.

Apply principles of teamwork.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work including maintaining an environment of productive customer service.

Physical Demands and Work Environment:
While performing the duties of this job, the employee is frequently required to: sit, stand and walk short distances; use a computer keyboard and mouse, use hands to finger, handle, or feel; reach with hands and arms; and talk or hear in person and on a telephone. The employee will occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision (for reading and working at a computer) and the ability to adjust focus.
Employees typically work in an office environment where the noise level is moderate.

Qualifications

Knowledge of:

Principles and practices of organization and administration.

Principles, practices and procedures of technical report writing and statistical and graphical presentation methods.

Principles and procedures of financial record keeping and reporting.

Principles of project and contract management.

Principles and practices of business writing.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:
A Bachelor’s degree from an accredited college or university in business administration, public administration, or a closely related field is required.

Experience:
One year of professional analytical experience, preferably in a municipal organization.

Certificates/Licenses:
Possession of a valid California driver’s license.

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