



Management Analyst II

Summary

Perform administrative, financial, systems, statistical, personnel, and other management analyses for an assigned department, division, or program; to perform progressively responsible professional assignments such as budget, contract administration, grant administration, legislative monitoring, and regulatory compliance; and to serve as an advisor to the department's management team.

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 journey level class within the Management Analyst series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual, or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Incumbents perform responsible professional assignments in support of an assigned department, division, or program.

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:

Coordinate and facilitate the preparation, development, monitoring, and administration of department or division operating, multi-year, and/or capital improvement budgets; develop and update fiscal projections for various departmental operating funds.

Research, evaluate, and prepare statistical, financial, demographic, and operational data used in reports, studies, surveys, and analyses; analyze and make recommendations in the development and administration of assigned program area; maintain and track key quality measures for assigned department.

Research and analyze pending legislation and/or regulations and identify impact to department programs and activities.

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.

Investigate, analyze, develop, prepare, coordinate, and/or conduct special studies or projects and corresponding documentation and technical reports; make recommendations; prepare, edit, and/or critically evaluate Council agenda reports prepared by department personnel.

Revise and develop fees; negotiate and administer contracts and leases; ensure compliance with City and department procedures, policies, and pertinent laws, regulations, and ordinances.

Assist in the development and analysis of departmental policies, procedures, and systems; recommend goals and objectives.

Prepare and submit regulatory reports.

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

Prepare and present staff reports and presentations at various venues including commissions, councils, boards, and other governmental meetings and professional, industry, and community groups; draft City Council documents; serve on various committees and task forces.

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

Develop and 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.

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.

Oversee 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, resolve, and/or improve technical and administrative issues within assigned department.

Work with and maintain the confidentiality of information.

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

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

Prepare and present technical reports, requests for proposal, contracts, and agreements.

Interpret, understand, and apply federal, state, local and department policies, procedures, and regulations.

Independently analyze situations and data and develop logical conclusions and sound recommendations.

Analyze financial data, fiscal, and actuarial reports.

Conduct, prepare, and present special studies related to assigned operations.

Supervise, train, and evaluate assigned staff.

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

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

Provide leadership when necessary to effect departmental goals.

Apply principles of teamwork.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

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 and practices of municipal budget development, analysis, 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 and practices of grant development and administration.

Programs, processes and structure of assigned department.

Principles of continuous process improvement and key quality measurement tracking.

Pertinent federal, state, and local laws, ordinances, rules and legislative and regulatory processes.

Principles of project and contract management.

Principles and practices of supervision.

Principles and practices of business writing.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

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 with major course work in business administration, public administration, or a related field.

Experience:

Two years of professional analytical experience similar to a Management Analyst I with the City of Petaluma.

Certifications/Licenses:

Possession of a valid California driver's license.

Established: 9/14/2015

Resolution #: 2015-132-N.C.S.; 2021-123 N.C.S.

Revised: 8/2/2021

Department: City-wide

FLSA Status: Non-exempt