



Management Analyst I/II

Summary

The Management Analyst I/II is a professional series of classifications primarily responsible for providing administrative, budgetary, and operational support to various city departments. This position requires the incumbent to analyze programmatic practices and procedures, recommend improvements, conduct needs assessments, feasibility studies and evaluations for assigned projects and programs.

As a flexibly-staffed position, the Management Analyst I serves as an entry-level classification in the series, focusing on gaining experience and working under direct supervision. The Management Analyst II is the more experienced level in the I/II series, responsible for more complex tasks with greater autonomy and may work under indirect supervision. Both positions may develop specialized areas such as budget/finance, information technology systems, community development, human resources and executive management support.

Class Characteristics

Direction is provided by an assigned manager or department director for both the I and II levels. As a flexibly-staffed classification series, progression from Level I to Level II is dependent upon a number of factors, including but not limited to, the following:

- Development of work in increasingly complex issues and assignments;
- Satisfactory work performance;
- Incumbents meeting the minimum qualifications for Level II;
- Confirmation by the assigned manager that duties being performed reflect the full spectrum of duties as described below.

Level I - Management Analyst I:

This entry-level position within the Management Analyst series is characterized by the performance of more routine tasks and duties while working under the direction of an assigned manager or department director. Employees at this level are not expected to perform with the same independence and judgment as those in the Level II classification. Incumbents may have limited related work experience and work under direct supervision while learning job tasks. Incumbents perform routine professional assignments in support of an assigned department, division, or program.

Level II - Management Analyst II:

This is the journey level in this classification series. The Management Analyst II is distinguished from Management Analyst I by the assignment of the full range of duties which may involve the direct or indirect supervision of technical and administrative support staff. Incumbents in this level can work with indirect supervision and receive occasional instruction or assistance only when new, unusual, or unique situations arise, and they are fully aware of the operating procedures and policies within their work unit. Incumbents perform responsible professional assignments in support of an assigned department, division, or program. Direction is provided by an assigned manager or a department director.

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:

Assigned duties apply to both the Management Analyst I and II levels depending upon the experience of the incumbent and level of competency with the exception of the direct or indirect supervision of technical and/or administrative support staff which is delegated to the Management Analyst II level.

Assist in or coordinate 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 the assigned department.

Track and research pending legislation and/or regulations; identify impact on 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.

Assist with or conduct special studies or projects and corresponding documentation and technical reports; draft, edit, and/or evaluate Council agenda reports prepared by department personnel.

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

Assist in or develop and analyze departmental policies, procedures, and systems; recommend goals and objectives.

Prepare or submit 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 or oversee 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.

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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 the 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:

The following represent desirable skills and abilities for the Management Analyst I and are not required. These are the required skills and abilities for Management Analyst II.

Research, analyze, and develop recommendations for the resolution and/or improvement of technical and administrative issues within the assigned department.

Work with and maintain the confidentiality of information.

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 technical reports, requests for proposals, contracts, and agreements.

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

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.

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

Provide leadership when necessary to realize 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 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

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(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

The following represent desirable qualifications for Management Analyst I and are not required.

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.

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

In addition to the above, the following knowledge is required for Management Analyst II:

- Principles and practices of municipal budget development, analysis, and administration.
- 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 and practices of supervision.

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:

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Education:

A Bachelor's degree from an accredited college or university, majoring in Public or Business Administration, Political Science, Finance, or in a closely related field is required. Graduate course work or a Master's degree in Public Administration, Business Administration, or a closely related field is desirable.

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Experience:

Some experience working for a public sector or non-profit agency that would familiarize the individual with administrative operation, i.e., as an administrative intern or college field work/class study program is desirable. No professional experience is required.

Management Analyst II

Experience:

A minimum of two (2) years of full-time professional experience in public or business administration is required. Public sector experience is preferred.

Certifications/Licenses:

Possession of a valid California driver's license.

Established: 09/14/2015

Resolution #: 2015-132-N.C.S.; 2021-123 N.C.S., 2023-125 N.C.S.

Revised: 08/07/23

Department: City-wide

FLSA Status: Non-exempt