

MANAGEMENT ANALYST

DEFINITION

Under general supervision, provides administrative, budgetary, and workflow support to assigned departmental projects and programs; analyzes programmatic practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; conducts needs analyses, feasibility studies, and evaluations for assigned projects and programs; develops, summarizes, and maintains administrative records; provides consulting services to Santa Clara County Housing Authority (Agency) departments related to all aspects of assigned programs and activities; performs other related duties as required dependent upon assigned department.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management staff. May provide technical direction and supervision of lower level classifications.

CLASS CHARACTERISTICS

This is the journey-level class in the management analyst series. Incumbents develop and implement policies and procedures for a variety of projects and programs within an assigned department, including risk and safety management, staff training and development, benefits administration, financial and budgetary analysis, procurement, contract administration, management analysis, program evaluation, and clerk duties in support of our governing/affiliated boards. Incumbents support the work of departmental management staff by conducting day-to-day administrative support activities and by providing a professional-level resource for organizational, managerial, and operational analyses and studies. The work has technical and programmatic aspects requiring the interpretation and application of policies, procedures, and regulations and may involve frequent contact with the public. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements, and the methodology used in arriving at the end results is not reviewed in detail. This class is distinguished from the Senior Management Analyst in that the latter develops and administers programs in support of the assigned department, such as a strategic public information and engagement plan and legislative program, as well as oversight of Clerk of the Board function and supervision of administrative support staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Participates in developing goals, objectives, policies, procedures, work standards, and administrative control systems for assigned programs and projects.
- Plans, oversees, and administers department-specific programs and projects in such areas as safety and risk management, training and development, budget and financial analysis and reporting, grants administration, procurement, contract administration, management analysis, public information, and program evaluation.
- Develops program and project scope, descriptions, and implementation plans; assesses feasibility of program and project implementation and impact to Agency programs, operations, and services; consults with Agency staff, management, and outside agencies; develops recommendations for operational, policy, and/or procedural changes; participates in program and project implementation and monitoring of activities.
- Participates in the development and administration of program and project budgets; develops and manages program budgets; identifies and recommends resolutions for budgetary problems.
- Participates in authoring sections of administrative, management, operational, staff, legal, regulatory, and financial reports including the preparation of data analysis, conclusions, recommendations, and/or forecasts for management and Board consideration; implements approved actions.
- Develops consultant requests for proposals for professional services and administers the advertising and bid processes; develops general evaluation criteria, evaluates proposals, and recommends project award; prepares and negotiates contracts and agreements and administers same after award; oversees compliance with contracts and federal, state, and local rules and regulations.
- Reviews department-specific purchases and ensures compliance with Agency procurement policies and procedures.

- Serves as a liaison to employees, public, and private organizations, community groups, and other organizations; provides information and assistance to the public regarding assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Participates in the development and implementation of new or revised programs, systems, procedures, and methods of operation; compiles and analyzes data and makes recommendations.
- Conducts a variety of analytical and operational studies regarding departmental and programmatic activities, including complex regulatory, operational, or administrative issues or questions; coordinates activities across departmental and functional lines; identifies and evaluates alternatives, makes and justifies recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.
- Develops and implements file, index, tracking, and record-keeping systems; researches records within areas of assigned responsibility to prepare reports and provides follow-up information to inquiries.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Participates on a variety of interdisciplinary committees and commissions and represents the Agency to a variety of community and stakeholder groups.
- Establishes and maintains contact and working relationships with all Agency departments, local, state, and federal agencies for acquisition of necessary information, and/or for the implementation of cooperative programs and activities.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

A bachelor's degree from an accredited four-year college or university with major coursework in business or public administration or a closely related field; and three (3) years of increasingly responsible professional experience in administrative, management, budgetary or financial analysis, or a related field.

Licenses and Certifications:

Possession of or the ability to obtain and retain a valid California Driver License and a driving record acceptable to the Agency.

Knowledge of:

- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Project and/or program management, analytical processes, and report preparation techniques; administrative programs such as, but not limited to, risk and safety management, training and development, finance, budgeting, procurement, contract administration, and other related programs.
- Principles and practices of contract administration and evaluation, budget development and administration, and sound financial management policies and procedures.
- Research, statistical, analytical, and reporting methods, techniques, and procedures.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Business letter writing and the standard format for reports and correspondence.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from management staff with minimal supervision.
- Perform responsible and difficult administrative work involving the use of independent judgment and initiative.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Evaluate and prepare recommendations for changes to policies and procedures and in compliance with programmatic regulations.
- Interpret, explain, and ensure compliance with federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Research, interpret, summarize, and present programmatic information and data in an effective manner.
- Understand the organization and operation of the Agency and of outside agencies as necessary to assume assigned responsibilities.
- Effectively represent the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; to operate a motor vehicle and to visit various Agency and meeting sites; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, and kneel to conduct site inspections and reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.