



We invite applications for the position of:
MANAGEMENT ANALYST I/II
Management Analyst I \$8,817 - \$10,509 Monthly
Management Analyst II \$9,682 - \$11,542 Monthly
Plus a comprehensive benefits package

The City of San Mateo Police Department is seeking a Management Analyst I/II (Homeless Outreach)

The Department

The San Mateo Police Department is seeking a candidate to join our diverse and outstanding group of people dedicated to providing exceptional public service. The Police Department is committed to improving the quality of life and solving problems while protecting our community through professionalism, integrity, and excellence. We strive to be the model police agency that others will emulate and a leader in the County and in our profession, adopting creative and innovative strategies to prevent crime and support those most in need. We will continue to do this through using cutting-edge technology, finding creative solutions to problems, respecting individual rights, and conducting fair and non-biased policing.

Look to some of the reasons why the City of San Mateo is a great place to work:

https://www.youtube.com/watch?v=GTIzeSpc_g

The Position

The Management Analyst position may be filled at either level based on experience. Some of the duties of this position may include, but are not limited to, the following:

- Help identify issues in the community related to homelessness
- Compile and analyze data related to San Mateo's transient population; prepare reports and make recommendations on the formulation of policy and procedure, and staffing and organization changes aimed at improving quality of life
- Work proactively with homeless individuals to offer supportive services
- Collaborate with residents and business owners to craft solutions to improve quality of life
- Conduct surveys and perform research and statistical analyses on administrative, fiscal, personnel, and operational problems.
- Participate in the development and installation of new or revised programs, systems, procedures, and methods of operation; update and revise policies and procedures as related to quality of life concerns.
- Assist in the development, coordination and monitoring of the department budget; analyze cost and revenue trends; prepare a variety of fiscal, administrative and management reports, implement fixed asset inventory program.
- Compile materials and assist on the preparation of reports, manuals, and publications.
- Assist in the design and implementation of systems and forms for use in operation.
- Respond to complaints and requests for information related to homelessness and quality of life concerns.
- Represent the City in interdepartmental, community, and professional meetings as required; make presentations as necessary.
- Assist in the coordination of intradepartmental and departmental activities with other City departments and divisions, and outside agencies.
- Communicate with City personnel to address long-term solutions to ongoing problems affecting residents, business owners involving various license or code violations.
- Interpret Federal, State and City regulations; coordinate their application to City operations.

For a complete list of duties, reference our job specifications at www.cityofsanmateo.org

Knowledge and Abilities

We are seeking candidates that show collaboration, innovation, respect, creativity, transparency, and informed risk-taking. Basic qualifications include:

- Knowledge of principles and practices of organization and public administration.
- Knowledge of basic research techniques and methods of report preparation.
- Knowledge of basic principles, methods, and practices of municipal finance, budgeting, accounting, and personnel management.
- Ability to communicate clearly and concisely, both orally and in writing.

- Ability to review organizational and administrative problems, and recommend and implement an effective course of action.
- Capable of establishing and maintaining cooperative working relationships with those contacted in the course of work.
- Ability to learn, interpret and apply City policies, procedures, rules and regulations.
- Proficient in Microsoft Office Suite: Word, Excel, PowerPoint, etc.

Minimum Qualifications

Management Analyst I:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Experience: One year of general administrative experience, preferably in local government.
- Training: Equivalent to a Bachelor's Degree from an accredited college or university with major work in public or business administration or a closely related field.

Management Analyst II: *(In addition to Management Analyst I requirements)*

- Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be two years of experience performing duties comparable to those of a Management Analyst I with the City of San Mateo.

Highly Desirable

- Experience with homeless outreach, street-based engagement, or housing navigation.
- Experience working with behavioral health, substance use, or social service systems.
- Experience with community engagement and outreach.
- Experience with project management.
- Licensed or license-eligible in LCSW, LMFT, or LPCC.

ADA Special Requirement:

Essential duties require the following physical abilities and work environment:

Ability to work in a standard office environment.

Benefits

- Salary: Management Analyst I \$8,817 – \$10,509/month; Management Analyst II \$9,682 – \$11,542/month
- Comprehensive benefits package including generous paid leave and health benefits
- CalPERS retirement (2% @ 55 for classic members; 2% @ 62 for new members). Classic employees contribute 7.0% to CalPERS and New members contribute 7.5% to CalPERS
- Participation in the Social Security Program
- City contribution of 1.5% of base salary to a 457 Deferred Compensation Plan, and a 1.0% match to the Employee's voluntary contribution.
- The City contributes 0.25% of base salary to a Retiree Health Savings Account
- Free Fitness classes through City of San Mateo Parks and Recreation
- Credit Union Membership
- Bilingual Differential \$90 biweekly (if applicable)
- For more information, please refer to the Management Association [Benefits Summary](#) effective January 2022.
- This classification is represented by the San Mateo Management Association

Apply

Submit an online application, résumé (*required*), and supplemental questionnaire at www.calopps.org/city-of-san-mateo or to the Human Resources Department, City of San Mateo, 330 W. 20th Avenue, San Mateo, CA 94403, (650) 522-7260.

Application Deadline

Recruitment will close on **Wednesday, July 8, 2026, at 5 p.m. or upon receipt of the first 100 applications, résumés, and supplemental questionnaires, whichever occurs first.**

Examination Process

All applications, résumés (*required*), and supplemental questionnaires received will be reviewed for minimum qualifications. Résumés are required, but do not take the place of a completed employment application. A fully completed application is required; a résumé does not replace the information required on the employment application, including work history.

Applications with "see résumé" as a substitution for the work experience description, those with none or unclear current/past employment information, or those with insufficient information to evaluate possession of minimum qualifications will not be considered; missing information cannot be assumed. A limited number of the most highly qualified applicants will be invited to participate in the examination process, which may consist of an oral panel interview, written exercise, training and experience application review, or in the form of a practical demonstration of skill and ability, or any combination of these; an in-person oral board is tentatively scheduled for **Wednesday, July 29, 2026**.

An eligible list will be established for those who pass the examination process. Current and future vacancies may be filled from this list. The list will remain in effect for at least six months, with the possibility of an extension for an additional six months. Once placed on an eligible list, and at the time a vacancy occurs, eligible candidates may be contacted by the hiring department and scheduled for additional department interviews.

"Together, We Make Our Community Stronger."

Date Posted: June 17, 2026

Note: The City of San Mateo reserves the right, at its discretion, to limit the number of qualified candidates invited to the selection process. ALL RESPONSES WILL BE CONDUCTED VIA THE EMAIL ADDRESS PROVIDED IN YOUR ONLINE APPLICATION. Therefore, it is imperative that you provide an email address to which you have access, and it is recommended that you frequently check your email for notices from: sanmateo@CalOpps.org

Fine Print

Prior to hire, candidates will be required to successfully complete a pre-employment process, including a driving record review, reference check, and Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background checks. A conviction history will not necessarily disqualify an applicant from appointment. Candidates selected by the Police Department shall successfully undergo a comprehensive background investigation prior to appointment.

The City of San Mateo is an Equal Employment Opportunity Employer. It is the intent and desire of the City of San Mateo that equal employment opportunity will be provided in recruiting, hiring, training, promoting, wages, benefits, and all other privileges, terms and conditions of employment.

In compliance with the Americans with Disabilities Act, applicants requiring accommodations for any part of the testing or recruitment process must notify humanresources@cityofsanmateo.org or (650) 522-7260 seven (7) days in advance of the deadline for the part of the process requiring accommodations. Do not upload any documents related to your request for accommodation in CalOpps. The City of San Mateo complies with employment provisions of the Americans with Disabilities Act.

CITY OF SAN MATEO
Management Analyst I/II

Supplemental Questionnaire

Please provide answers to the following questions, limiting your response to one (1) page each. Responses to the supplemental questions will be used in the selection process. Usage of Artificial Intelligence (AI) software (e.g., ChatGPT) is not acceptable. The use of AI in your response is strictly forbidden and will result in automatic disqualification. Neatness, clarity of expression, grammar, spelling, and ability to follow instructions will be considered in evaluating your responses. Failure to answer the questions will result in an incomplete application packet and your application will not be considered for the position; do not put "see resume" or copy parts of resume/work duties as a response. (Questionnaire responses must be submitted with the employment application.)

1. Describe a time when you worked on a project that involved improving or evaluating an organizational process. What methods did you use to assess the current process, how did you identify areas for improvement, and what was the outcome?
2. This role involves handling sensitive information about individuals experiencing homelessness while working directly for the Police Chief and with service providers. Describe an experience where you managed sensitive or confidential information. How did you ensure privacy, security, and trust while still moving the work forward?
3. In this role, you will engage individuals experiencing homelessness in encampments and public spaces, some of whom may be in crisis, distrustful of government, or declining services. Describe a time when you built rapport with someone who was initially resistant or escalated. What strategies did you use, and what was the result?
4. You may analyze data related to homelessness, calls for service, and quality-of-life concerns to support recommendations and resource allocation. Provide an example of a time when you analyzed data to support a recommendation or operational decision. How did you gather, interpret, and present the data, and what impact did your analysis have?
5. This position requires coordinating with community members, business owners, service providers, and internal City departments around challenging issues like encampments and public safety. Describe a situation in which you facilitated collaboration among stakeholders with competing interests. How did you manage conflict and keep the group focused on a shared outcome?