

MANAGEMENT ANALYST II

Approved: July 2016

FLSA: Exempt

Unit: AFSCME



Definition
Under direction, performs management, policy, and operational analysis in support of assigned department; researches and analyzes departmental and programmatic practices and procedures, conducts needs analyses, feasibility studies, and evaluations, makes recommendations for improvements, and develops implementation plans; fosters cooperative working relationships among City departments and acts as a liaison with the media and various community, public, and regulatory agencies; and performs related work as required.
Supervision received and exercised
Receives direction from assigned management staff. May exercise direct and general supervision over assigned administrative support staff.
Class characteristics
This is the journey-level in the Management Analyst classification series responsible for developing, implementing, and managing projects or programs in support of department operations, programs, and projects. Incumbents research, analyze, and develop solutions to a wide range of issues; participate in departmental planning discussions related to assigned areas of responsibility; demonstrate independent judgment in selecting methods and techniques for obtaining solutions; and/or represent the department to other public agencies, the media, private and community organizations, regulatory and governmental agencies, and/or the public. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of assigned projects and programs. 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. This class is further distinguished from the Senior Management Analyst in that the latter serves as a technical expert in multiple disciplinary and programmatic areas and/or manages complex, politically sensitive, and/or City-wide projects and initiatives that requires a high level of expertise in support of management and City Council priorities and directives. Positions in the Management Analyst classification series may be assigned to any City department. Depending on duties assigned, some positions assigned to the City Manager's Office, Finance and Human Resources may be designated as "Confidential."
Examples of typical job functions (illustrative only)
Management reserves the right 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. • Assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems for the department to which assigned. • Develops, implements, and manages various programs and projects in support of departmental operations; monitors program performance; recommends and implements modifications to systems and procedures. • Performs a variety of professional-level research, planning, administrative, operational, financial, and analytical duties in support of projects, programs, and activities. • Conducts assessments of new and existing programs and special projects; researches and analyzes operational, fiscal, and technical data and impact to determine feasibility, resolve problems, and increase efficiency; develops program and project scope, descriptions, and implementation plans; consults with City staff, management, and outside agencies; participates in program and project implementation and monitoring of activities. • Authors sections of administrative, management, operational, staff, legal, regulatory, and financial reports. • Serves as a liaison and represents the department and City to the public, media, and various regulatory agencies, community groups, and other agencies; analyzes, interprets, and explains departmental and programmatic policies and procedures to various stakeholders. • Conducts a variety of analytical and operational studies by selecting, adapting, and applying appropriate analytical, research, and statistical techniques; evaluates alternatives, makes preliminary and final recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations. • Attends and participates in professional group meetings; stays abreast of new trends, technologies, and innovations in area(s) of assignment; researches emerging products and enhancements and their applicability to City needs.

- Monitors changes in federal, state, and local regulations, analyzes impact, and recommends and implements policy and procedural changes after approval.
- Participates on a variety of interdisciplinary committees and commissions and represents the department and City to a variety of community and stakeholder groups.
- Receives, investigates, and responds to difficult and sensitive problems and inquiries in a professional manner; identifies and reports findings and takes necessary corrective action.
- Some positions plan, organize, assign, review, and evaluate the work of assigned administrative support staff; train staff in work procedures; evaluate employee performance, counsel employees, and effectively recommend initial disciplinary action; and assist in selection and promotion.
- Performs other duties as assigned.

Qualifications

Knowledge of

- Theories, principles, and practices of public and business administration as applied to assigned operations, programs, and projects.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, budget development and administration, and contract administration.
- Principles, practices, and sources of information related to assigned municipal programs, services, and administration.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Principles and techniques of conducting analytical studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports.
- Public relations techniques.
- Recent and on-going developments, current literature, and sources of information related to assigned programs, projects, and services.
- Business mathematics and statistical techniques.
- Basic principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Develop, implement, and manage assigned programs, projects, and activities in an independent and cooperative manner, evaluate alternatives, make sound recommendations, and prepare effective technical and administrative reports.
- Coordinate and oversee departmental administrative, budgeting, and fiscal reporting activities.
- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Plan, organize, schedule, assign, train, review, and evaluate the work of staff.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- 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.

- Effectively represent the department and the City in meetings with the media, 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.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to graduation from an accredited four-year college or university with major coursework in business or public administration or a related field.
- Three (3) years of increasingly responsible experience performing administrative, operational, management, and/or financial analysis.

Licenses and certifications

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment may be required for certain assignments.

Physical demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites (if required of the assignment); vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing 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 occasionally bend, stoop, kneel, 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. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.