



June 2008

SENIOR MANAGEMENT ANALYST

DEFINITION

Under general direction, plans, oversees, and provides administrative, budgetary, grant, and work-flow support to an assigned department; analyzes departmental practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; conducts needs analysis, feasibility studies, and program evaluation for assigned projects and programs; develops, summarizes, and maintains administrative and fiscal records; fosters cooperative working relationships among City departments and acts as liaison with various community, public, and regulatory agencies; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and function direction over and provides training to lower-level administrative and technical staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the management analyst series. Incumbents plan, develop, and implement policies and procedures for an assigned division/department, including contract administration, management analysis, and program evaluation. Incumbents facilitate and support the work of departmental management staff by organizing and overseeing day-to-day administrative support activities and by providing a professional-level resource for organizational, managerial, and operational analyses and studies. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility, and may involve frequent contact with the public. This class is distinguished from the Management Analyst in that it is responsible for the most complex analytical and programmatic functions of the assigned department. This class is further distinguished from the division manager classifications in that the latter have full management and supervisory authority in planning, organizing, and directing the full scope of operations within the division.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

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

- Develops goals, objectives, policies, procedures, work standards, and administrative control systems.
- Coordinates, oversees, and performs professional-level administrative work in such areas as budget development, financial administration and reporting, grants, purchasing, contract administration, risk management, management analysis, public information, and program evaluation.
- Participates in selecting, motivating, and evaluating assigned administrative and technical staff; provides or coordinates staff training; recommends improvements in workflow, procedures, and use of equipment and forms; works with employees to correct deficiencies.

- Oversees, coordinates, and administers department-specific programs and projects; plans, organizes, and oversees, all aspects of assigned programs, including legal and regulatory compliance; coordinates with private businesses and governmental agencies regarding the program as needed.
- Develops and implements new or revised programs, systems, procedures, and methods of operation; compiles and analyzes data and makes recommendations for staffing, equipment, and facility needs.
- Develops and administers programmatic budgets, including cost containment and grant funds disbursement.
- Collects, compiles, and analyzes information from various sources on a variety of specialized topics related to programs administered by the position or by management staff, including complex financial, budget, or administrative issues or questions; prepares comprehensive technical records and reports to present and interpret data, identifies alternatives, and makes and justifies recommendations.
- Conducts surveys and performs research and statistical analyses; monitors legislation and analyzes proposed legislation.
- Serves as a liaison with employees, public, and private organizations, community groups, and other organizations; provides information and assistance to the public regarding the 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 reporting of alternate funding sources and ensures that City, State, Federal, and funding agency, City accounting and reporting requirements, and applicable laws, regulations, and professional accounting practices are met.
- Prepares and submits City Manager and City Council agenda reports and various other commission, committee, and staff reports, resolutions, ordinances, and correspondence regarding assigned activities.
- Confers with other management staff regarding provision of administrative and support services, including contracts, agreements, and grant reporting.
- Prepares requests for proposals and bids and administers consultant contracts; directs and supervises the work of contract consultants.
- Conducts a variety of analytical and operational studies regarding departmental and programmatic activities; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.
- Represents City to residents to explaining City policies; provides outreach and public education programs to the community.
- Participates on a variety of interdisciplinary committees and commissions and represents the City to a variety of community and stakeholder groups.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of municipal government management and public administration.
- Principles, practices, and procedures of funding sources and grant funds disbursement.
- Project and/or program management, analytical processes, and report preparation techniques; municipal programs such as, but not limited to, purchasing, personnel, risk management, finance, budgeting, and other related governmental programs.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Basic principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Research and reporting methods, techniques, and procedures.
- Sources of information related to a broad range of municipal programs, services, and administration.
- Applicable Federal, State, and local laws, codes, and regulations.

- Public relations techniques.
- Advanced principles and practices of public agency budget development and administration and sound financial management policies and procedures.
- Principles and practices of contract administration and evaluation.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- 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 to public and City staff, in person and over the telephone.

Ability to:

- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Coordinate and oversee programmatic administrative, budgeting, and fiscal reporting activities.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Supervise and train staff in work procedures.
- Conduct research on a wide variety of administrative topics including grant funding, contract feasibility, budget and staffing proposals, and operational alternatives.
- 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.
- Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City 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.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience, which 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, finance, accounting, economics, or a related field, and five (5) years increasingly responsible professional administrative and analytical experience in municipal government, including experience in budget, strategic planning, policy analysis, organizational development, and/or personnel management.

Licenses and Certifications:

- Possession of a valid driver's license with satisfactory driving record.

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; vision to read printed materials and a computer screen; 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 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 weighing 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.