

MANAGEMENT ANALYST I/II

Definition

To provide responsible professional, administrative and technical assistance in the development, administration and implementation of City programs; to provide highly responsible analytical staff assistance including to conduct specific and comprehensive analyses of a wide range of municipal policies involving organization, procedures, finance, and services; to manage various projects; and to assist in office management functions.

Class Characteristics

Management Analyst I: This is the entry-level class in the professional Management Analyst series. This class is distinguished from the journey by the performance of the more routine tasks and duties as assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level.

Since this class is typically used as a training class, employees may have only limited or not directly related work experience. Employees work under immediate supervision while learning job tasks.

Management Analyst II: This is the journey level class within the professional Management Analyst series. This class is distinguished from the entry level by the assignment of the full range of duties. 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 the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry.

Supervision Received and Exercised

Management Analyst I

Receives general supervision from an assigned supervisor.

Exercises technical and functional supervision over technical and administrative support personnel.

Management Analyst II

Receives general supervision from an assigned supervisor.

Exercises direct supervision over technical and administrative support personnel.

Examples of Duties (Illustrative Only)

- Provide responsible professional and technical assistance in the development, administration and implementation of Town programs; assist in formulating program policy, goals and procedures; collect and compile relevant data supporting recommendations.
- Assist in the development of new program elements and program modifications as necessary to meet goals and objectives; monitor and coordinate the daily operation of assigned program area; and perform analytical work and maintain appropriate records and statistics.
- Provide highly responsible analytical staff assistance including conducting specific and comprehensive analyses of a wide range of municipal policies involving organization, procedures, finance and services.
- Respond to complaints and requests for information from the public and City staff; research requested information and determine appropriate resolutions; and manage, direct and coordinate special projects and programs as assigned.
- Coordinates the Town's sustainability programs and projects.
- Provide support for community events and activities, to include management and oversight of such events and activities.
- Provide direct support and serve as the staff liaison to the Environmental Programs Committee.
- Provide general administrative and management support to the City Manager's Office.
- Provide general support and oversight of the Town's Emergency Management Programs, to include the provision of support for the Atherton Disaster Assistance and Preparedness Team.
- Assist in the development, coordination and monitoring of the department budget; prepare expenditure summary reports; and manage and analyze multiple Federal, State and local funding sources.
- Management of the Town's website and social media presence.
- Prepare grant proposals; monitor active grants to ensure that stipulations and regulations regarding the use of funds are met; and maintain appropriate records.
- Prepare and administer contracts and agreements; participate in and coordinate or facilitate departmental and/or Town-wide committees and projects.
- Assist with departmental human resources functions; conduct research surveys; analyze and provide workforce data.
- Provide management with support for functions related to State and Federal legislative advocacy, and county or region-wide issues including surveys, studies, coordination and related functions.
- Plan, coordinate and implement events; coordinate community and volunteer meetings, forums and related activities; staff various committees established by City Council and/or management.
- Build and maintain positive working relationships with co-workers, other City employees and the public, using principles of good customer service.

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- Represent the Town in inter-departmental, community and professional meetings as required.
- Perform work with a record of regular attendance and punctuality.
- Perform other duties as assigned.

Minimum Qualifications

Management Analyst I

Knowledge of:

- Principles and practices of public administration.
- Methods and techniques of statistical and fiscal analysis and report writing.
- Basic knowledge of principles and practices of advanced business office management and administration.
- Equipment used in modern offices including computers and software. Principles and practices of good customer service.
- Methods and techniques of project management.
- Principles and practices of good team building and team leadership. Techniques and principles of effective interpersonal communication.
- Pertinent local, state and federal laws, City functions, policies, rules and regulations.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Applicable regulations, policies and statutes.
- Correct English usage, including spelling, grammar and punctuation.
- Computer applications related to the work.
- Record keeping and filing principles and practices.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Technical understanding and troubleshooting of our systems/databases

Ability To:

- Organize, plan, schedule and implement operations; conduct analytical and administrative projects related to area of assignment.
- Communicate clearly and concisely, both orally and in writing.
- Understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Analyze work papers, reports and special projects; research, identify, remember and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- Interpret and apply administrative and departmental policies, laws and rules; analyze situations accurately and develop effective courses of action.

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- Effectively administer assigned programmatic responsibilities; prepare complex reports; prepare and administer a program budget; evaluate and develop procedures and policies.
- Exercise initiative and independent, astute judgment in sensitive situations; interview, investigate, problem-solve and negotiate.
- Manage various contracts; develop and track budgets; make public presentations; and, manage meetings effectively.
- Provide high quality, economical services to the Atherton community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect. Be an integral team player, with flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Communicate clearly and concisely, both orally and in writing.
- Preserve confidentiality of sensitive material routinely encountered as part of work assignments.
- Operate a personal computer with proficiency and familiarity to effectively produce complex, professional reports, charts, spreadsheets and other documents.

Education and Experience:

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

Experience:

Two to three years of progressively responsible administrative experience.

Training:

Bachelor's degree from an accredited college or university with major course work in public or business administration or a closely related field.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

Special Requirements:

Essential duties require the following physical abilities and work environment:

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Ability to work in a standard office environment; Sit at desk for long periods of time; intermittently bend and twist to reach office equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; lift or carry weight of 10 pounds or less.

Management Analyst II

In addition to the qualifications for the Management Analyst I:

Knowledge of:

- Principles and practices of organization and change.
- Principles of learning, work teams, and process improvements.
- Principles and practices of advanced business office management and administration.
- Techniques and practices of effective supervision. Methods and techniques of performance measurement.
- Effective report writing and research techniques for complex work.
- Principles and practices of advanced project management and workflow analysis.

Ability to:

- Perform a wide variety of complex analytical duties with little to no supervision.
- Manage more complex or sensitive projects. Manage work teams effectively.
- Diagnose problems of a more complex nature.

Education and Experience:

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

Experience:

Three to five years of professional level experience in public administration similar to the Management Analyst I.

Training:

Bachelor's degree with major course work in public administration, business administration or a related field.