

MANAGEMENT ANALYST/SENIOR MANAGEMENT ANALYST

DEFINITION

Under close and general direction, provides administrative, program, budgetary, grant and work-flow support to the City Manager's office; analyzes departmental practices and procedures and makes recommendations for organizational, operational, policy and procedural improvements; develops, summarizes and maintains administrative and fiscal records; directs, oversees and manages cultural, grant and other programs, special projects and studies and performs related administrative support functions; fosters cooperative working relationships among City departments and various community, public and regulatory agencies acts as liaison; performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Close and general direction is provided by the City Manager. No direct supervision is exercised. Project direction may be provided to professional or technical staff and/or consultants on a project basis.

CLASS CHARACTERISTICS

Management Analyst is the entry-level class in this professional administrative support series. Initially under close direction, incumbents learn to and develop and implement policies and procedures for a variety of programmatic functions, such as contract administration, management analysis, automation and program evaluation. Incumbents facilitate and 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. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied and are performed under more general direction. This class is alternately staffed with Senior Management Analyst and incumbents may advance to the higher-level class after gaining the knowledge, skills and experience that meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

Senior Management Analyst is the advanced journey-level class in this professional administrative support series. Responsibilities include developing and implementing policies and procedures for the following programmatic functions: budget development, financial administration and reporting, expenditure monitoring, grant funds disbursement, purchasing, contract administration, management analysis, automation and program evaluation. Incumbents provide a professional-level resource for organizational, managerial and operational analyses and studies. Supervision of staff or consultants may be required on a project basis. This class is distinguished from other administrative support classifications by its size, complexity and scope of the responsibilities, including the oversight of programmatic functions in addition to administrative responsibilities.

EXAMPLES OF DUTIES (Illustrative Only)

- Assists in developing 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, management analysis, public information and program evaluation.
- Develops and administers programmatic budgets, including cost containment and grant funds disbursement.
- Leads in the development and implementation of key departmental and City projects related to the goals and functions of the department.
- May assist in the development and reporting of alternate funding sources and ensures that City, state, federal and funding agency and 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, 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 or assists in the preparation of requests for proposals and bids and administers consultant contracts.
- Maintains accurate records and files; develops storage of records and retention schedules.
- 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.
- Plans, designs, develops, organizes and oversees multiple highly complex programs, such as the Arts in Public Places Program, the Hospitality Employee Award Program, the Grants in Aid Program, the Extraordinary Grant Program, the Cultural and Promotional Program, the School Grant Program and others; oversees committees formed for these programs; receives, reviews and organizes program applications; ensures that awards stay within funding limits; presents committees' recommendations to the City Council; sends award letters to program applicants; represents the City to applicants.
- Plans, organizes, oversees and directs the City's Waste Management/AB939 Recycling Implementation Program; is solely responsible for all aspects of the program, including legal and regulatory compliance to avoid substantial fines; coordinates with private businesses and governmental agencies regarding the program.
- Assists with and coordinates and organizes special events, such as award ceremonies, luncheons and holiday ceremonies.
- Plans, organizes and oversees special projects that require coordination with and direction of contract consultants, e.g., Cable TV Franchise Agreement and Vector Control.
- Participates on a variety of interdisciplinary committees and commissions and represents the City to a variety of community and stakeholder groups.
- Communicates orally, in writing or through graphic representations and statistical summaries with colleagues, managers, employees, the public, organized employee groups and representatives of various organizations.
- Directs and supervises the work of contract consultants.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles, practices and procedures of budgeting, funding sources and grant funds disbursement.
- Project management, analytical processes and report preparation techniques.
- Applicable federal, state and local laws, regulations and reporting requirements.
- Computer applications related to budgeting and fiscal reporting, graphic and document design and layout and word processing,
- Spreadsheet, database and website applications.
- Standard office practices and procedures, including hard copy and automated records management and the operation of standard office equipment.
- Basic principles and practices of public administration as applied to operational unit and program administration.
- Basic supervisory principles and practices.
- Basic City government roles and responsibilities and functions, terminology and practices.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.

Skill in:

- Developing, implementing and administering administrative services for a department or unit.
- Assisting in the development of goals, objectives, policies, procedures and work standards for the department.
- Interpreting, applying and explaining complex laws, codes, regulations, policies and procedures.
- Coordinating and overseeing departmental and programmatic administrative, budgeting and fiscal reporting activities.
- Planning and conducting effective management, administrative and operational studies.
- Using initiative, discretion and sound independent judgment within policy and procedural guidelines.
- Preparing clear and effective financial, statistical, narrative, informational and educational reports, correspondence, policies, procedures and other written material.
- Maintaining and directing the maintenance of accurate records and files in both hard copy and computer format.
- Directing the work of contract consultants on a project basis.
- Effectively representing the department and the City in meetings with governmental agencies, contractors, vendors, and various business, professional, regulatory and legislative organizations.
- Preparing clear and concise reports, correspondence, policies, procedures and other written materials.
- Making accurate arithmetic, financial and statistical computations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using tact, initiative, prudence and independent judgment within general policy and legal guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Providing exceptional customer service to coworkers, internal customers and the public.

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:

Management Analyst: Equivalent to graduation from a four-year college or university with major coursework in business or public administration, accounting, economics or a field related to the work and three years of professional-level budgetary, programmatic, special projects and related administrative support experience.

Senior Management Analyst: In addition to the above, two years of professional-level budgetary, programmatic, special projects and related administrative support experience.

License:

Must possess and maintain a valid California class C driver's license and a satisfactory driving record.

Physical Demands:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Working Conditions:

Occasional overtime and evening or off-hour shifts may be required.