



NOVEMBER 2016  
FLSA: EXEMPT  
Bargaining Unit: UM  
JCN: 1316/1317

## MANAGEMENT ANALYST I/II

### DEFINITION

Under general supervision or direction, performs responsible administrative, organizational, systems, budgetary, statistical and community liaison work and other analyses in support of activities and functions of multiple departments; makes recommendations for action and assists in policy, procedure and implementation which have county-wide impact; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision or direction from assigned supervisory or management personnel. May exercise direct supervision to technical and administrative support staff.

### CLASS CHARACTERISTICS

*Management Analyst I:* This is the entry-level classification in the Management Analyst series. Initially under general supervision, incumbents learn and perform routine administrative support and analysis duties while learning County policies and procedures and specific techniques related to administrative analysis. As experience is gained, assignments become more diversified and are performed under more general supervision. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

*Management Analyst II:* This is the fully qualified journey-level classification in the Management Analyst series. Projects may include statistical analyses, operations support, policy, procedure and budget development, or other areas, which may be County-wide or specific to an assigned department. In addition, incumbents may have specific program responsibility. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions 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.

### EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Analyzes alternatives and makes recommendations regarding such matters as organizational structure, budget development and administration, staffing, facilities, equipment, cost analysis, productivity, policy or procedure modifications, etc.
- Assists in the development and implementation of department or division goals and objectives.
- May assist in developing and administering specified portions of the annual budget, including gathering information and monitoring expenditures.
- Coordinates activities with those of other departments, depending upon the nature of the project to which assigned.
- Confers with representatives of other governmental agencies, business, professional and citizens groups, vendors and the public.

- Provides liaison and staff support to a variety of committees and commissions.
- Reviews and may administer contracts and other County agreements and performs various analyses.
- Plans and organizes administrative studies relating to the activities or operations of the departments or functional areas to which assigned.
- Determines analytical techniques and information gathering processes and obtains required information and data for analysis.
- Conducts a variety of special projects and studies related to the functions of the department or work area to which assigned.
- Discusses findings with management staff and prepares reports of study conclusions.
- Provides technical assistance to other on administrative and analytical matters.
- Prepares technical reports, correspondence, and other written materials.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices, and methods of administrative, budgetary, and organizational analysis.
- Financial/statistical/comparative analysis techniques and formulae.
- Administrative principles and methods, including goal setting, planning, program and budget development, and implementation.
- Principles and practices of business and public administration as applied to the operational unit or assigned program.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Sources of information related to a broad range of County programs, services, and administration.
- Principles and practices of public relations techniques.
- Business computer applications, particularly as related to budgetary and statistical analysis.
- Basic supervisory principles and practices.
- Recordkeeping principles and procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

### **Ability to:**

- Analyze administrative, operational, and organizational problems, evaluate alternatives and reach sound conclusions.
- Collect, evaluate, and interpret varied information and data, either in statistical or narrative form.
- Coordinate multiple projects and meeting critical deadlines.
- Perform administrative work involving the use of independent judgment and personal initiative in assigned area.
- Plan and conduct effective management, administrative, and operational studies.

- Conduct research on a wide variety of administrative topics including grant funding, contract feasibility, budget and staffing proposals, and operational alternatives.
- Analyze, interpret, draw conclusions, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Interpret budgetary and financial statements.
- Devise methods and procedures for obtaining a variety of data.
- Develop, implement, and interpret goals, objectives, policies, procedures, and work standards for the department.
- Gain cooperation through discussion and persuasion.
- Prepare clear, concise, and complete reports and other written material.
- Maintain accurate records and files.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.*

Management Analyst I: Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in business, public administration, economics, political science, or a closely related field. Office or program administrative experience may be substituted for the education on a year for year basis to a maximum of two (2) years.

Management Analyst II: In addition to the above, two (2) years of professional level experience in administrative, management, public information systems, operations, budgetary, or similar analyses at a level equivalent to the County's class of Management Analyst I. Experience in a public agency setting is desirable.

**Licenses and Certifications:**

- Some positions may require the possession of a valid Driver's License and maintain a 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 County and meeting sites; 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, typewriter 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. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions and occasionally in the field where they may be exposed to inclement weather. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.