

SENIOR MANAGEMENT ANALYST

Approved: July 2016

FLSA: Exempt

Unit: Unrepresented Management



Definition
Under direction, supervises and performs complex management, policy, and operational analysis in support of assigned department; manages projects, programs and studies that have citywide impact; researches and analyzes departmental and programmatic practices and procedures, conducts needs analyses, feasibility studies and evaluations, makes recommendations for improvements, and develops implementation plans; plans, organizes, oversees, coordinates, and reviews the work of assigned staff; 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. Exercises direct and general supervision over assigned professional and administrative support staff.
Class characteristics
<p>This is the senior- and supervisory-level in the Management Analyst classification series. Incumbents serve as a technical expert in multiple disciplinary and/or programmatic areas using initiative and resourcefulness in deviating from traditional methods or researching trends and patterns to develop new methods, criteria, or proposed policies and procedures. Positions in this class are typically assigned to manage large, complex and multidisciplinary projects, programs, studies, and initiatives that involve contact outside of the City and the ability to manage multiple stakeholder interests, require a high level of technical expertise and acumen in support of management and/or City Council priorities, strategic initiatives and directives, and are of high visibility and sensitivity to the City in areas of its core business initiatives. Incumbents play a leading role in citywide planning discussions related to assigned areas of responsibility. The work involves a high-level of problem-solving requiring analysis of unique issues or increasingly complex problems without precedent and/or structure and formulating, presenting, and implementing strategies and recommendations for resolution. Work assignments are typically given as broad, conceptual ideas and directives, and incumbents are accountable for overall results and responsible for developing guidelines, action plans, and methods to produce deliverables on time and within budget.</p> <p>Positions in the Management Analyst classification series may be assigned to any City department. Depending on duties assigned, some positions may be designated as "Confidential."</p>
Examples of typical job functions (illustrative only)
<p>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.</p> <ul style="list-style-type: none">• Plans, organizes, assigns, supervises, and reviews the work of assigned staff responsible for performing a variety of professional-level management, policy and operational analysis; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.• Monitors activities of and prepares reports on assigned programs, projects and activities; develops goals, objectives, policies, procedures, work standards and administrative control systems.• Determines and recommends staffing needs for assigned activities, programs and projects; participates in annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares reports of work performance.• Develops, implements, and manages various programs and projects in support of departmental and citywide operations; monitors program performance; conducts a variety of analytical and operational studies by selecting, adapting and applying appropriate analytical, research and statistical techniques; evaluates alternatives and recommends and implements modifications to business processes, systems and procedures.• Provides leadership and technical guidance as a City-recognized subject matter expert and adviser in assigned areas of responsibility; researches trends and patterns to develop new policies and procedures; oversees quality assurance and quality control activities within areas of expertise.• Manages large, complex and multidisciplinary projects, programs, studies, and initiatives involving the highest level of technical complexity and ongoing contacts with senior managers and officials both inside and outside of the City.• 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.• Authors sections of administrative, management, operational, staff, legal, regulatory and financial reports.

- Leads and participates in internal and interagency technical work groups and interdisciplinary committees and commissions to gather information for policy and decision making and to advance and represent the priorities and interests of the City.
- 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.
- 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.
- Receives, investigates, and responds to difficult and sensitive problems and inquiries in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

Qualifications

Knowledge of

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Advanced 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.
- Quality assurance and quality control principles and practices of within areas of expertise.
- 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.
- 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

- Provide leadership and technical guidance as a recognized subject matter expert and adviser in assigned areas of responsibility.
- Plan, organize, schedule, assign, train, review, and evaluate the work of staff.
- Develop goals, objectives, policies, procedures, and work standards for assigned programs, projects and activities.
- Develop, implement and manage large, complex and multidisciplinary projects, programs, studies, and initiatives 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, 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.
- 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.
- Five (5) 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.