



Career Service Authority

Management Analyst I

Page 1 of 4

GENERAL STATEMENT OF CLASS DUTIES

Performs entry level professional work while receiving training in the principles, practices, methods, and techniques of research and analysis. Incumbents work under close supervision and as the employee gains experience, assignments expand in complexity and scope.

DISTINGUISHING CHARACTERISTICS

There are four classes in the management analyst series; however, this is not a progressive series. This class performs entry level professional work involving research and analysis of a variety of routine administrative and operational support duties under close supervision. This class is distinguished from the Management Analyst II that performs intermediate level analytical work researching and analyzing a variety of operational and/or administrative issues or problems related to specific assignments/areas and prepares recommendations for implementation of new or revised policies, procedures, and/or process changes/improvements.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry, or place which may include making gross discriminations as to size, color, or readily observable conditions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Receives on-the-job training in the theoretical and technical aspects of the assigned professional field and participates in a variety of routine administrative, operational, and analytical support duties under close supervision.

Performs assignments with limited scope and complexity involving research, data interpretation, and analysis of information gathered from various sources on a variety of department/agency related topics, evaluates existing methods, procedures, and/or processes, identifies problem areas, and recommends improvements, revisions, and/or modifications of operations.

Writes reports that summarize findings, describe data collection techniques, and recommend implementation options for management/supervisory approval.

Revises procedures, processes, and/or methods to increase effectiveness, tests alternatives approaches, assists in the installation of approved improvements/modifications, provides instruction to operating personnel, and performs follow up to ensure defined outcomes are achieved.

Performs increasingly more responsible work as the employee gains experience and independently performs assigned duties.

Maintains positive working relationships with managers, supervisors, employees, and other stakeholders to gain their cooperation and support.

Performs other related duties as assigned.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Recognizes or uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information including technical material that is appropriate for the intended audience.

Planning and Evaluating – Organizes work, sets priorities, and determines resource requirements, determines short- or long-term goals and strategies to achieve them,

coordinates with other organizations or parts of the organization to accomplish goals, and monitors progress and evaluates outcomes.

Conflict Management – Manages and resolves conflicts, grievance, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Problem Solving – Identifies problems, determines accuracy and relevance of information, uses sound judgment to generate and evaluate alternatives, and makes recommendations.

Customer Service – Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Technical Competence – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

External Awareness – Identifies and understands economic, political, and social trends that affect the organization.

Organizational Awareness – Knows the organization's mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

Oral Communication – Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others, and facilitates an open exchange of ideas.

Flexibility – Is open to change and new information, adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles, and effectively deals with pressure and ambiguity.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly, solving practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Information Management – Identifies a need for and knows where and how to gather information and organizes and maintains information or information management systems.

Physical Demands:

Sitting: remaining in the normal seated position.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Pressure due to multiple calls and inquiries.
Subject to many interruptions.

Education Requirement:

Baccalaureate Degree in Business Administration, Public Administration, Management, or a related field.

Experience Requirement:

None.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 07/08/2007

REVISED DATE:

ESTABLISHED BY Patricia Anderson

CLASS HISTORY This is a new class. This is the first class in the management analyst series. The series also includes Management Analyst II, Management Analyst III, and Management Analyst IV.