



Career Service Authority

Management Analyst II

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GENERAL STATEMENT OF CLASS DUTIES

Performs intermediate professional 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.

DISTINGUISHING CHARACTERISTICS

There are four classes in the management analyst series; however, this is not a progressive series. This class performs intermediate level analytical work researching and analyzing a variety of operational and/or administrative issues. This class is distinguished from a Management Analyst I that performs entry level professional work while receiving training in the principles, practices, methods, and techniques of research and analysis, works under close supervision, and as the employee gains experience, assignments expand in complexity and scope. The Management Analyst II is distinguished from the Management Analyst III that performs full performance level analytical work which includes conducting studies/projects that support a large division(s) or department by advising management on specific operational and/or administrative issues, applies management analysis techniques to solving problems and facilitating modifications/conversions, and prepares recommendations to implement new policies, procedures, and/or process changes/improvements.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

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

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Conducts research and analysis on specific operational and/or administrative issues and confers with manager(s), supervisor(s), and/or operating personnel on scope of work, purpose, time frames, and resources requirements.

Researches, collects, and compiles information from various sources including trends, related laws, policies, procedures, methods, and/or practices, analyzes collected data, and explores possible alternatives/solutions and the feasibility of recommended changes.

Develops recommendations for new, revised, and/or improved work processes, policies, procedures, practices, methods, and/or other tools to implement changes/improvements and evaluates the effectiveness of proposed changes/recommendations.

Presents findings and recommendations including any budget implications for proposed recommendations and seeks support and approval of proposed recommendations.

Plans and assists in the installation of new methods, policies, processes, and/or procedures, provides instruction and technical assistance to operating personnel, and performs follow up to ensure defined outcomes are achieved.

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

Prepares written reports that summarize research, analysis, recommendations, and implementation strategies.

By position, develops and documents functional specifications detailing user needs to be utilized by system technical design staff in automating business processes.

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.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior, works with others toward an agreement, and negotiates to find mutually acceptable solutions.

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.

Self-Management – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

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.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish goals, and causes change.

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

Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

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:

Two years of professional administrative and analytical experience which must have included analyzing management problems and recommending solutions.

Education/Experience Equivalency:

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

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 07/08/2007

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

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