



Career Service Authority

Management Analyst III

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GENERAL STATEMENT OF CLASS DUTIES

Performs full performance professional 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, applying management analysis techniques to solving problems and facilitating modifications/conversions, and preparing recommendations to implement new 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 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. This class is distinguished from a 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. The Management Analyst III is distinguished from the Management Analyst IV that performs specialized, complex, and multi-dimensional analytical work which includes conducting and executing studies/projects for areas with little or no procedural precedent which have city-wide and/or major department(s) policy implications and providing top level management with information necessary for decision-making and long-range organizational planning.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

Level of Supervision Exercised:

By positions, performs lead work.

ESSENTIAL DUTIES

Plans and conducts analytical management, financial, operational, and/or administrative studies/projects and confers with management in order to define the scope of work, purpose, goals and objectives, time frames, and resources requirements of the study/project.

Makes initial assessment of issue(s) or problem area(s) by researching best practices, trends, and historical and current data, along with related laws, policies, procedures, methods, and/or practices, developing the methodology for the collection of relevant data, and assembling and designating data into meaningful formats to facilitate data analysis.

Analyzes collected data and existing policies, procedures, methods, practices, and/or whatever elements are causing problems/issues and explores possible alternatives/solutions and the feasibility of recommended changes.

Develops proposals and recommendations based on research and analysis for new, revised, and/or improved work processes, policies, procedures, practices, methods, and/or other tools to implement changes/improvements and determines the impact of proposed changes/recommendations and the positive or negative effects to the division and/or department.

Presents study findings and recommendations to management staff including budget implications for proposed recommendations and seeks support and approval of proposed recommendations.

Plans and participates in the implementation of approved recommendations, furnishes advice and technical assistance to staff during implementation of recommendations, and takes corrective action or recommends modifications to ensure the outcomes defined for the project/study are achieved.

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

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

By position, conducts business process analysis and redesign using the accepted tools, methods, and concepts of this specialized discipline.

By position, adapts the results of business process analysis to specifying the functional requirements of automated business application.

Performs other related duties as assigned.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Administration and Management – Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.

Law and Government – Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

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.

Interpersonal Relationship and Service Orientation – Demonstrated competency in working with a wide range of government departments with diverse business needs, interests, expectations, and requirements.

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.

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.

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.

Vision – Understands where the organization is headed and how to make a contribution, takes a long-term view, and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.

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.

Creative Thinking – Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

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.

Knowledge of financial analysis and research techniques sufficient to be able to determine what information is needed and secure, analyzes desired information, and integrates research into reports and/or databases.

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, Finance, Management, or a related field.

Experience Requirement:

Three years of progressively responsible professional experience in administrative, management, and operational analysis work which must have included analyzing management problems and recommending solutions and implementation strategies.

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 third class in the management analyst series. The series also includes Management Analyst I, Management Analyst II, and Management Analyst IV.