



Career Service Authority

Management Analyst IV

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GENERAL STATEMENT OF CLASS DUTIES

Performs specialized, professional, 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.

DISTINGUISHING CHARACTERISTICS

There are four classes in the management analyst series; however, this is not a progressive series. Because of the specialized, strategic nature of the work described in the General Statement of Class Duties (above), this class would be used on a limited basis. The Management Analyst IV is distinguished from a Strategic Advisor that performs advanced, specialized professional level work by serving as a key advisor to an Appointing Authority/Executive, providing advise and counsel on a wide range of highly complex strategic, policy, organizational, and management issues, and making recommendations that have significant and long-term impact on city/departmental policies and priorities.

The Management Analyst IV 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.

The Management Analyst IV is distinguished from a Management Analyst Supervisor that performs professional and supervisory work over analytical staff members provides leadership and direction, devises and evaluates performance standards for the assigned area(s), and develops long range and short term goals and objectives for the assigned area(s) in conjunction with departmental plans and goals. Additionally, a Management Analyst IV performs lead work and/or may supervise clerical and/or technical employees; whereas, a Management Analyst Supervisor performs supervisory duties over professional management analyst staff (Management Analyst II and Management Analyst III). Generally, a Management Analyst IV and a Management Analyst Supervisor report to management level positions.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories and concrete factors to be evaluated and weighed, requiring a high degree of analytical ability, and independent judgment and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied and simultaneous coordination of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

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:

Perform lead work and/or may supervise clerical and/or technical employees.

ESSENTIAL DUTIES

Plans and conducts specialized, complex, and multi-dimensional analytical management, financial, operational, and/or administrative studies including organizational design, information systems, and/or operational systems and processes and determines study/project goals, objectives, methods, time frames, information parameters, and resource requirements.

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, defining the scope of work, developing the methodology for the collection of relevant data, and assembling and designating data into meaningful formats to facilitate data analysis.

Conducts research to obtain necessary information and data for analysis, analyzes collected data to identify problems and probable causes, 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 city and/or department(s).

Discusses study findings and recommendations with top level management including forecasting effect on related systems and operations, analyzes and presents the budget implications for proposed recommendations including the cost of implementation, and seeks support and approval of proposed recommendations.

Directs the implementation of approved recommendations, develops implementing policies and procedures, furnishes advice and technical assistance in order to facilitate recommended changes, modifications, and/or improvements, and takes corrective action 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, performs lead work and/or supervises technical and clerical positions, provides guidance and technical support, and assists employees with difficult and/or unusual assignments.

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:

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.

Leadership – Inspires, motivates, and guides others toward goals, coaches, mentors, and challenges staff, adapts leadership styles to various situations, and models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

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.

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 professional experience planning and conducting management studies including determining study methods and procedures, analyzing data, developing recommendations and implementation strategies, and preparing reports of findings and recommendations.

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