



Career Service Authority

Management Analyst Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

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.

DISTINGUISHING CHARACTERISTICS

This class performs professional and supervisory work over analytical staff members. This class is distinguished from 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. 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 staff. Generally, a Management Analyst IV and a Management Analyst Supervisor report to management level positions. A Management Analyst Supervisor is distinguished from a Manager I that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision 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 non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more Management Analyst II and Management Analyst III positions.

ESSENTIAL DUTIES

Directs, plans, and evaluates the work of professional management analyst staff members, provides technical expertise to staff, and establishes section and staff work programs and objectives.

Develops long range and short term planning initiatives, establishes policies, procedures, and practices related to assigned function(s), reviews new policy proposals or revisions, and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Performs specialized and complex analytical work which includes conducting and executing studies/projects that have major department policy implications and providing top level management with information necessary for decision-making and long-range organizational planning.

Trains new staff members in management analysis techniques and methodologies, orients staff with appropriate policies, standards, and procedures, and ensures that work conforms to departmental standards.

Serves on committees and builds and maintains effective relationships with managers and other stakeholders in order to discuss and resolve issues/concerns, exchange information, and recommend changes to improve operations and services.

Ensures that staff prepares comprehensive records, reports, and documentation that complies with standards and requirements.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

By position, investigates sources of funding, writes grants, administers grant budget and funds, assists in the development and implementation of the grant budget, approves expenditures, and ensures grant funds are used correctly.

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.

Human Resources Management – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, and ensures staff is properly selected, used, appraised, developed, and are treated fairly.

Managing Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and manages workforce diversity.

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.

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 supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

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:

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.

Licensure and/or Certification:

Completion of the Career Service Authority supervisory training courses prior to the completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 07/08/2007

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class. There are four classes in the management analyst series. The series includes Management Analyst I, Management Analyst II, Management Analyst III, and Management Analyst IV.