



Career Service Authority  
Management Analyst, OIM

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### **GENERAL STATEMENT OF CLASS DUTIES**

Performs a wide range of professional, analytic staff work to support the functions and operations of the Office of the Independent Monitor.

### **DISTINGUISHING CHARACTERISTICS**

This class is exclusive to Denver's Office of the Independent Monitor and is not a Career Service position. This position reports directly to the Monitor and will conduct a wide variety of difficult and responsible analytical research work. This is an "at will" position that will serve at the pleasure of the Monitor.

#### ***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 guidelines, 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 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, gathered or presented and some degree of discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

May perform project or operational leadwork.

**ESSENTIAL DUTIES**

Administers the Monitor's case management and research database.

Performs complex qualitative and quantitative data analysis of police complaints.

Prepare detailed weekly, monthly and annual reports on patterns in complaints, workload and investigation outcomes.

Plan, organizes and conducts objective and data-driven evaluations of police and sheriff department policies, practices and programs.

Develops, administers, assists in the analysis of complainant and police officer satisfaction surveys.

Develops new methods for collecting data, new database applications for archiving and retrieval of statistics, and maintains records.

Develops error checking programs and assures data collected is reliable, timely and valid and resolves issues of data incongruence, collection procedures and editing.

Prepares reports and recommendations pertaining to findings in publications and conference presentations, and to management.

Utilizes a variety of software to obtain statistical outputs for analyses of the organization's operations and studies and trains and assists others in the use of software for statistical purposes.

Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions.

Plans, schedules, coordinates, assigns work and establishes priorities for subordinate employees based upon goals and individual capabilities.

Performs other related duties as assigned or requested.

**MINIMUM QUALIFICATIONS**

***Competencies, Knowledges & Skills:***

**Mathematical Reasoning** - Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

**Memory** - Recalls information that has been previously presented.

**Oral Communication** - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others; attends to nonverbal cues and responds appropriately.

**Writing** - Recognizes or uses correct English grammar, punctuation and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

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

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

**Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives and to make recommendations.

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

Knowledge of descriptive statistics sufficient to be able to compile data, interpret tables and graphs and generate reports.

Knowledge of statistics sufficient to be able to interpret and analyze information and perform statistical calculations.

Knowledge of research methods and techniques sufficient to be able to determine and devise appropriate data survey and collection instruments, data interpretation procedures and analytical methodologies to be utilized.

Knowledge of inferential statistics and multivariate analysis sufficient to be able to compile data, perform analysis and provide findings and recommendations.

Knowledge of training techniques sufficient to be able to train others to perform the duties of the work assignment.

Knowledge of a variety of computer software sufficient to be able to statistically analyze data.

Knowledge of supervisory principles and practices sufficient to be able to perform a variety of leadwork functions.

Skill in using computers and a variety of software to perform statistical analysis.

Skill in maintaining and organizing files and reports.

Skill in comparing two or more sources of information for consistency.

Skill in exercising initiative, judgment and decision making in solving problems and meeting organizational objectives.

Skill in independently adapting, interpreting and applying written guidelines, precedents and standardized work practices to a variety of unprecedented or problematic situations.

Skill in synthesizing findings, charts and graphs from various sources and generating reports.

Skill in developing and implementing policies and procedures relative to the work assignment.

**Physical Demands:**

Sitting: remaining in the normal seated position.  
Carrying: transporting an object usually by hand, arm or shoulder.  
Balancing: maintaining body equilibrium to prevent falling over.  
Reaching: extending the hand(s) and arm(s) in any direction.  
Handling: seizing, holding, grasping or otherwise working with hand(s).  
Fingering: picking, pinching or otherwise working with fingers.  
Talking: expressing or exchanging ideas by means of spoken words.  
Hearing: perceiving the nature of sounds by the ear.  
Vision: ability to see clearly at 20 inches or less; ability to adjust vision to bring objects into focus; ability to distinguish and identify different colors.  
Repetitive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.  
Lifting: Raising or lowering an object 10 - 25 pounds.

**Working Environment:**

Temperature Changes: variations in temperature from hot to cold.  
Atmospheric Conditions: conditions that affect the skin or respiratory system.  
Working Conditions: Exposed to unpleasant elements (accidents, injuries and illness).  
Subject to many interruptions.

**Education and Experience Requirements:**

Requires a Baccalaureate degree in statistics, computer science, criminal justice, or sociology or disciplines which include application of statistical analysis and research and three years of experience performing statistical analysis and research which included the use of automated applications. A master's degree in the prescribed fields may substitute for two of the required years of experience. Additional appropriate experience may be substituted for the required education on the basis of one year of experience for one year of education.

**Licensure and/or Certification:**

None.

Successful candidates will be required to pass a rigorous background investigation.

**CLASS DETAIL**

**FLSA CODE:** Exempt

**ESTABLISHED DATE:** 06/27/2005

**REVISED DATE:**

**REVISED BY:** Lori Mack

**CLASS HISTORY** New classification for independent office.