



**MARCH 2015
FLSA: EXEMPT**

MANAGEMENT ANALYST

DEFINITION

Under general direction, conducts organizational studies and evaluations, designs systems and procedures, prepares operation and procedure manuals for management, provides administrative, budgetary, and work-flow support to the City Manager, City Council, and related management, professional, and supervisory staff, including planning, organizing, and overseeing the operations and functions of the City Manager's office; coordinates assigned programs, projects, and services with other City departments, divisions, and outside agencies; conducts needs analyses, feasibility studies, and evaluations for assigned projects and programs; develops, summarizes, and maintains administrative and fiscal records; interacts frequently with the public and provides information or directs questions and requests to the appropriate staff; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the City Manager or assigned supervisor or manager. May provide technical and functional direction to lower-level staff and/or oversee contractors and/or consultants.

CLASS CHARACTERISTICS

This is a single-position professional classification that performs the full range of management support duties. Incumbents perform a wide variety of specialized technical and administrative support work for the City Manager, City Council, and related management, professional, and supervisory staff. Responsibilities include performing specialized, confidential, and technical administrative support duties to the assigned department to ensure efficient service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as a knowledge of departmental and City activities. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, other government agencies, and businesses, as well as performing various research and budgetary support functions. This class is distinguished from the Administrative Assistant series in that the nature, scope, and diversity of responsibilities originating at this level requires a broader understanding of City functions and the capability of relieving the City Manager of day-to-day office administrative and coordinative duties. The class is further distinguished from the Administrative Analyst in that it is specifically assigned to the City Manager's office and the majority of its assignments are special projects and programs assigned by the City Manager.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Relieves the City Manager, City Council, and management team of a variety of administrative details by assisting with duties of an advanced, complex, and sensitive nature; plans, organizes, and carries



CITY OF AVALON

out administrative assignments and special projects, including assisting with policy, procedure, and budget preparation, planning, and implementation; gathers and analyzes data and confers with management and users to recommend organizational or procedural changes affecting support activities; recommends improvements in work flow, procedures, and use of equipment and forms.

- Researches and compiles a wide variety of routine to highly complex material for review and analysis; documents findings, performs cost analysis, and provides recommendations for changes in programs, policies, procedures, or organizational changes to improve efficiency and cost effectiveness of operations.
- Participates in the preparation and administration of the City Manager's Office budget; maintains and monitors appropriate budgeting controls; monitors compliance with budget parameters and general financial policies.
- May maintain and monitor the City's grant funds and ensures compliance with rules and regulations governing the use of each grant.
- Assists in a variety of department and program operations; coordinates, oversees, monitors, and participates in special projects, assignments, staff and/or community events, and activities as assigned; maintains control files on matters in progress and expedites their completion; serves on committees as assigned.
- Receives and responds to calls received; provides information to the public, by phone or in person to ensure compliance and an understanding of department and City policies and procedures; listens to questions and interprets and applies regulations, policies, procedures, systems, rules, and precedents according to existing guidelines; responds to citizen and staff inquiries and complaints; coordinates or resolves problems of a complex nature as appropriate.
- Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Develops, composes, types, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for the City Manager from rough draft, dictation equipment, handwritten copy, verbal instructions, or from other material; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections to drafts; prepares written reports and presentations on progress and results.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Designs and implements file, index, tracking, and record-keeping systems.
- Prepares and processes reports, forms, and records, such as City Council agenda items, administrative reports, requests for payments, contracts and agreements, reimbursement requests, and organizational charts.
- Coordinates and integrates department services and activities with other agencies and City departments and outside agencies and entities.
- Provides a variety of support to City Council, including coordinating and scheduling meetings, appointments, and speaking engagements; reserving meeting rooms; maintaining reports; compiling and distributing agenda packets; attending meetings; formatting and distributing minutes; and following-up on decisions as required.
- May supervise and train assigned subordinates to ensure office work flow is maintained and office



goals are met; assigns work according to changes in workload priorities; evaluates office and administrative functions to recommend changes in office procedures; may evaluate the work performance of staff.

- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate other department-specific equipment.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of municipal management and government.
- Basic principles, practices, and procedures of funding sources and grant funds disbursement.
- Project and/or program management, analytical processes, and report preparation techniques; municipal programs such as, but not limited to, purchasing, finance, budgeting, and other related governmental programs.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Basic principles and practices of public administration as applied to operational unit and program administration.
- Research and reporting methods, techniques, and procedures.
- Sources of information related to a broad range of municipal programs, services, and administration.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Public relations techniques.
- Principles and practices of contract administration and evaluation; and public agency budget development and administration, and sound financial management policies and procedures.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Coordinate and oversee programmatic administrative, budgeting, and fiscal reporting activities.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.



- Conduct complex research projects on a wide variety of topics, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Conduct research on a wide variety of administrative topics including grant funding, contract feasibility, budget and staffing proposals, and operational alternatives.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Graduation from an accredited four-year college or university with major coursework in business administration, public administration, or a related field and three (3) years of professional administrative experience in municipal government in research, finance, or general management.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a



CITY OF AVALON

computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.