

## **MANAGEMENT ANALYST**

### **DEFINITION**

Under general direction, performs a full range of varied, responsible, professional, and complex technical administrative and analytical duties of assigned department and/or division; analyzes departmental practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; develops, summarizes, and maintains administrative and fiscal records; directs, oversees, and manages programs, special projects, and studies, and performs related administrative support functions; fosters cooperative working relationships among City departments and acts as liaison with various community, public, and regulatory agencies; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned supervisory or management personnel. May exercise functional supervision of lower-level staff and volunteers. Supervision of consultants may be required on a project basis. Exercises project direction to professional, technical, or office support staff, and/or consultants on a project basis.

### **CLASS CHARACTERISTICS**

This is an experienced-level class responsible for developing and implementing policies and procedures for the following programmatic functions: budget development, financial administration and reporting, expenditure monitoring, grant funds disbursement, purchasing, contract administration, management analysis, and program evaluation. Incumbents provide a professional-level resource for organizational, managerial, and operational analyses and studies. This class is distinguished from other administrative support classifications by the complexity and scope of its responsibilities, including the oversight of programmatic functions in addition to administrative responsibilities.

### **EXAMPLES OF ESSENTIAL 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.*

- Assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems.
- Coordinates, oversees, and performs professional-level research, administrative, operational, financial, legislative, and analytical duties in support of assigned programs; conducts studies, research projects, and analysis by selecting, adapting, and applying appropriate analytical, research, and statistical techniques.
- Assists in the development and administration of programmatic budgets, including cost containment and grant funds disbursement.
- Leads in the development and implementation of key departmental and City projects related to the goals and functions of the assigned functional area.
- Coordinates and performs administrative work in grants administration and reporting, including researching grant funding opportunities, evaluating funding opportunities relative to City policies and

vision, preparing grant proposals, preparing budgets, and interpreting funding agency regulations and requirements.

- Analyzes, reviews, and ensures compliance of proposals and grant budgets with policies, regulations, funding agency requirements, and accounting protocols and procedures; coordinates documentation and reporting requirements.
- Collects, compiles, and analyzes information from various sources on a variety of specialized topics related to programs administered by the class or by management staff including complex financial, budget, grants administration, or administrative issues or questions; prepares comprehensive technical records and reports to present and interpret data, identifies alternatives, and makes and justifies recommendations.
- Conducts a variety of analytical and operational studies regarding departmental and programmatic activities; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.
- Plans, designs, develops, organizes, and oversees multiple highly complex programs; manages program budgets; acts as the liaison between the City and outside agencies and vendors; oversees committees formed for these programs; receives, reviews, and organizes program applications; ensures that awards stay within funding limits; presents committees' recommendations to the City Council; sends award letters to program applicants; represents the City to applicants.
- Conducts surveys and performs research and statistical analyses on administrative, fiscal, personnel, and operational problems or issues; monitors legislation and analyzes proposed legislation.
- Assists with the budget process; provides assistance in the development and administration of assigned budget; collects and analyzes financial data; makes budget recommendations relative to assigned projects; creates data tracking and reporting systems.
- Serves as a liaison with employees, public and private organizations, community groups, and other organizations; provides information and assistance to the public regarding the assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Prepares and submits City Manager and City Council agenda reports and various other commission, committee and staff reports, resolutions, ordinances, press releases, newsletter articles, and correspondence regarding assigned activities.
- Confers with other management staff regarding provision of administrative and support services, including contracts, agreements, and grant reporting.
- Prepares or assists in the preparation of requests for proposals and bids and administers consultant contracts.
- Plans, organizes, and oversees special projects that require coordination with and direction of contract consultants.
- Participates on a variety of interdisciplinary committees and commissions and represents the City to a variety of community and stakeholder groups.
- Communicates orally, in writing, or through graphic representations and statistical summaries with colleagues, managers, employees, the public, organized employee groups, and representatives of various organizations.
- Directs and supervises the work of contract consultants.
- Oversees, coordinates, and administers department-specific programs and projects.
- May participate in the selecting, training, motivating, and evaluating assigned staff; provides or coordinates staff training; works with employees to correct deficiencies.
- May direct the work activities of assigned clerical and technical personnel; prioritizes and coordinates work assignments; reviews work for accuracy; recommends improvements in workflow, procedures, and use of equipment and forms.
- Attends meetings, conferences, workshops, and training sessions, and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.

- Performs other duties as assigned.

***If assigned to Public Works:***

- ***Provides complex staff assistance to the Public Works Director; prepares and presents staff reports and other necessary correspondence.***
- ***Prepares Requests for Proposals (RFP), and contracts and service agreements.***
- ***Reviews invoices and codes for appropriate payment fund.***
- ***Participates in the annual budgetary process, providing estimates of budget requirements pertaining to Public Works; administers purchases in support of planned and approved programs.***
- ***Performs the non-technical component of managing public works projects.***
- ***Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.***
- ***Provides construction administration and public relations for public works construction projects, including coordinating work with other divisions and City departments, tracking and maintaining all project accounting, coordinating schedules, and providing public notices of projects.***
- ***Investigates field problems affecting property owners, contractors, and maintenance operations; responds to citizen inquiries and complaints; provides information to the public at the front counter in person, via telephone, or other means of communication regarding grading, encroachment permits, right-of-way and property line information, utility information, improvement plan check, and payment processes.***
- ***Performs other duties as assigned.***

***If assigned to Finance:***

- Oversees and ensures the smooth operation and maintenance of the City's utility billing systems; Reconciles cash receipts; Reconciles bank statements and investment accounts to the general ledger on a monthly basis.
- Oversee the Business License Program.
- Assists in the preparation of the Annual Budget and Mid-Year Review.
- Manages the Utility Accounts Receivable.
- Supervision of Front Counter Staff.
- Understanding of Government Account Principles.

***If assigned to Community and Economic Development:***

- Provides financial counseling and processes applications for low-interest rehabilitation loans, business loans, housing assistance grants, and deferred payment loans for first-time buyers programs.
- Monitors consultant contracts for housing and business revolving loan funds, first-time buyer assistance programs, financial reporting, and grant funding programs.
- Establishes and maintains records and files for assigned programs, including all documentation related to loans, contracting agreements, housing photos, and fund disbursements.
- Responsible for presenting AMBAG and RHNA information to the Planning Commission and City Council.
- Responsible for applying to managing all CDBG, HOME, ESG or other County, State and Federal grant programs.
- Oversee the development and administration of housing programs, grant-funded services, and resources to support long-term housing stability and affordability for the community, including unhoused and vulnerable residents.

- Partner with public agencies and nonprofit organizations, to facilitate implementation of projects and programs to address housing needs for a diverse community and assist families and individuals that are experiencing, or at risk of, homelessness.
- Plan, implement, and manage a variety of programs, projects, and federal, state, and regional housing/community service grants (including Community Development Block Grant) to formulate a comprehensive approach to affordable housing, enhancing housing production, preservation of long-term housing stability and affordability, protection of residents, and recommendation of key community services to help meet the City's priority needs.
- Coordinate with City departments, public agencies, and community stakeholders in the implementation of housing goals, policies, and programs in the Housing Element.
- Conduct community education, outreach, and workshops on housing resources and partner with other public agencies, developers, property managers, and community-based organizations to inform residents of affordable housing opportunities, assistance programs, and community services.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of municipal government management.
- Project and/or program management, analytical processes, and report preparation techniques; municipal programs such as, but not limited to, purchasing, finance, budgeting, grants administration, and other related governmental programs.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Principles and practices of municipal budget development, administration, and accountability.
- Basic principles and practices of public administration as applied to operational unit and program administration.
- Basic principles of supervision, work assignment, and training.
- 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, codes, and regulations.
- Principles and practices of public agency budget development and administration and sound financial management policies and procedures.
- Techniques of contract administration.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- 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 to public and City staff, in person and over the telephone.

### **Ability to:**

- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Coordinate and oversee departmental and programmatic administrative, budgeting, and fiscal reporting activities.

- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Interpret, apply, and explain complex Federal, State, and local laws, codes, regulations, and departmental policies and procedures.
- Conduct research on a wide variety of administrative topics, including 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.
- Organize, direct, and coordinate the work of assigned staff and contract consultants on a project basis.
- Understand the organization and operation of the assigned department and of outside agencies as necessary to assume assigned responsibilities.
- Prepare clear and effective financial, statistical, narrative, informational, and educational reports, correspondence, policies, procedures, and other written material.
- Make accurate arithmetic, financial, and statistical computations.
- Effectively conduct meetings and make presentations to various groups.
- Analyze situations and identify pertinent problems/issues, collect relevant information, evaluate realistic options, and recommend/implement appropriate course of action.
- Organize own work, set priorities, work independently on a day-to-day basis, meet critical deadlines, and balance multiple objectives.
- Enter data into standard computer formats and produce correspondence and reports with speed and accuracy sufficient to perform assigned work.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

**Education and Experience:**

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

Equivalent to graduation from a four-year college or university with major coursework in business or public administration, finance, accounting, economics, or a related field and three (3) years of professional-level budgetary, programmatic, special projects, and related administrative support experience. ***Additional years of qualifying experience may be substituted for the required education on a two-for-one-year substitution.***

**License:**

- Valid California class C driver's license with satisfactory driving record.

**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, before groups and over

the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a 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 necessary to perform job functions.

### **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.