



MANAGEMENT ANALYST I
MANAGEMENT ANALYST II

DEFINITION

To provide responsible professional, administrative and technical assistance in the development, administration and implementation of City programs; to provide highly responsible analytical staff assistance including to conduct specific and comprehensive analyses of a wide range of municipal policies involving organization, procedures, finance, and services; to manage various projects; and to assist in office management functions.

DISTINGUISHING CHARACTERISTICS

Management Analyst I - This is the entry-level class in the professional Management Analyst series. This class is distinguished from the journey by the performance of the more routine tasks and duties as assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Management Analyst II - This is the journey-level class within the professional Management Analyst series. This class is distinguished from the entry-level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

SUPERVISION RECEIVED AND EXERCISED

Management Analyst I

- Receives general supervision from an assigned supervisor.
- Exercises technical and functional supervision over technical and administrative support personnel.

Management Analyst II

- Receives direction from an assigned supervisor.
- Exercises direct supervision over technical and administrative support personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Provide responsible professional and technical assistance in the development, administration and implementation of City programs; assist in formulating program policy, goals and procedures; collect and compile relevant data supporting recommendations.
- Assist in the development of new program elements and program modifications as necessary to meet goals and objectives; monitor and coordinate the daily operation of assigned program areas; and, perform analytical work and maintain appropriate records and statistics.

- Provide highly responsible analytical staff assistance including conducting specific and comprehensive analyses of a wide range of municipal policies involving organization, procedures, finance and services.
- Assist in the preparation of the budget; make budget recommendations relative to assigned program areas of responsibility; coordinate and compile budget recommendations prepared by other staff; research past expenditures; and, project future expenditures.
- Monitor the budget on a daily basis; review purchase requisition and ensure funds are available and that request is authorized; manage and analyze multiple Federal, State and local funding sources.
- Prepare grant proposals; monitor active grants to ensure that stipulations and regulations regarding the use of funds are met; and, maintain appropriate records.
- Prepare and administer contracts; participate in and assist with coordinating or facilitate internal department and citywide committees and staff meetings; and, coordinate training and volunteer activities.
- Provide City Manager with support for functions related to state and federal legislative advocacy, and county or regional wide issues including surveys, studies, coordination and related functions.
- Participate in office management functions; conduct surveys and perform research and statistical analyses; prepare related reports including staff reports; and, compile materials and assist in the preparation of reports, manuals and publications.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

When assigned to Human Resources

- Assist with human resource functions including but not limited to; act as risk manager for the City; coordinate safety and workers compensation program; resolve claims with third party administrator and others; and, recruitment activities, employee leaves, and benefits administration.
- Respond to complaints and requests for information from City staff; research requested information and determine appropriate resolutions; and, manage, direct and coordinate special projects and programs as assigned.
- Prepare memorandums of understandings; participate in and assist with coordinating or facilitate internal department and citywide committees and staff meetings; and, coordinate training and volunteer activities.

When assigned to City Manager's Office

- Staff various committees established by the City Council; prepare agendas and minutes; and, assist with research and other support as needed.
- Respond to complaints and requests for information from the public; research requested information and determine appropriate resolutions; and, manage, direct and coordinate special projects and programs as assigned.
- Act as risk manager for the City; monitor and coordinate liability claims; and, resolve claims with third party administrator and others.

When assigned to Economic Development

- Act as a liaison between the City and the community on neighborhood issues and activity and serve as a resource on neighborhood related services, programs, issues and opportunities.
- Plan, coordinate and implement community events; coordinate neighborhood association and other community and volunteer meetings, forums and related activities.
- Coalition build, coordinate and direct volunteers at neighborhood service related facilities and programs.
- Receive inquiries from the public and follow through as appropriate.
- Collaborate with the Communications Officer to develop communications, presentation, promotional, and educational materials that create community engagement.
- Facilitate interdepartmental coordination and communication on grant projects to ensure awareness, collaboration, and timely execution according to grant requirements.

MINIMUM QUALIFICATIONS

Management Analyst I

Knowledge of:

- Principles and practices of public administration.
- Methods and techniques of statistical and fiscal analysis and report writing.
- Principles and practices of advanced business office management and administration.
- Equipment used in modern offices including computers and software.
- Principles and practices of good customer service.
- Methods and techniques of project management.
- Principles and practices of good team building and team leadership.
- Techniques and principles of effective interpersonal communication.
- Principles and practices of safety management.
- Pertinent local, State and Federal laws, codes, ordinances, City functions, policies, rules and regulations.

Ability to:

- Organize, plan, schedule and implement operations; conduct analytical and administrative projects related to area of assignment.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; research, identify, remember and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently bend and twist to reach office equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; lift or carry weight of 10 pounds or less.

- Interpret and apply administrative and departmental policies, laws and rules; analyze situations carefully and adopt an appropriate, effective course of action.
- Perform a wide variety of analytical duties with little or minimal supervision; analyze situations accurately and develop effective courses of action.
- Effectively administer assigned programmatic responsibilities; prepare complex reports; prepare and administer a program budget; evaluate and develop procedures and policies.
- Exercise initiative and independent, astute judgment in sensitive situations; interview, investigate, problem solve and negotiate.
- Supervise management studies; manage contracts; develop and track budgets; make public presentations; and, manage meetings effectively.
- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Communicate clearly and concisely, both orally and in writing.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Preserve confidentiality of sensitive material routinely encountered as part of work assignments.
- Operate a personal computer with proficiency and familiarity to effectively to produce complex, professional reports, charts, spreadsheets and other documents.

Experience and Training

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

Experience:

No previous professional experience required.

Training:

Equivalent to the completion of a Bachelor's degree with major course work in public administration, business administration, communications or a related field.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

Management Analyst II

In addition to the qualifications for the Management Analyst I:

Knowledge of:

- Effective report writing and research techniques for complex work.
- Principles and practices of risk management and benefits administration.
- Principles and practices of advanced project management and workflow analysis.

Ability to:

- Manage more complex or sensitive projects.
- Diagnose problems of a more complex nature.

Experience and Training

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

Experience:

Two years of professional level experience in public administration similar to the Management Analyst I with the City of Citrus Heights.

Training:

Equivalent to the completion of a Bachelor's degree with major course work in public administration, business administration, communications or a related field. A Master's degree in a related field is highly desirable.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

Equal Opportunity Employer

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

File:	Management Analyst I Management Analyst II
FLSA:	Exempt
Created:	01/01/02
Revised:	07/29/03 – Added Section 504 language 10/15/10 – Corrected EEO Language 08/03/22 – Updated Education, Updated formatting, Added Specific Department Duties