



CITY OF CITRUS HEIGHTS

SENIOR MANAGEMENT ANALYST

DEFINITION

To provide responsible professional, administration and technical assistance in the development, administration and implementation of City programs; to provide highly responsible, analytical staff assistance including to conduct specific complex, difficult and comprehensive analyses of a wide range of municipal policies involving organization, procedures, finance, budget and services; to manage complex and sensitive organizational or community-based projects; and to assist in office management functions.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class within the professional Management Analyst series. This class is distinguished from the other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series including analysis and administration. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned supervisor.

Exercises direct supervision over professional, 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 major City programs; assist in formulating program policy, goals and procedures; and, collect and compile relevant data supporting recommendations.

Manage complex and potentially politically sensitive projects within the organization or for the community at-large; coordinate daily communication and administration; develop Request for Proposals and contract; communicate directly and routinely with elected officials and executive staff of the City and other public agencies; staff and manage public task forces, committees and commissions.

Develop new program elements and program modifications as necessary to meet goals and objectives; monitor and coordinate the daily operation of assigned program area; evaluate and perform complex analytical work; and, maintain appropriate records and statistics.

Provide highly responsible analytical staff assistance including conducting difficult, specific and comprehensive analyses of a wide range of complex municipal policies involving organization, procedures, finance and services.

Respond to the most difficult complaints and requests for information from the public and City staff and research requested information and determine appropriate resolutions.

Assist in the preparation of the budget; make budget recommendations relative to assigned program areas of responsibility; analyze budget recommendations prepared by other staff; oversee staff research of 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; prepare complex grant proposals; monitor active grants to ensure that all stipulations and regulations regarding the use of funds are met; and, maintain appropriate records.

Consult with department(s) management on difficult, complex issues regarding interpretation of rules, planning, personnel, fiscal, operations, or other issues or problems; review, research and prepare alternatives and recommendations; and, assist departments in implementation of changes.

Prepare and administer complex contracts and memorandums of understandings; participate in and assist with coordinating or facilitate internal department and City-wide committees and staff meetings; make oral presentations; and, coordinate training activities.

Coordinate with departments regarding various City Council agenda items, including departmental proposals; and, review and evaluate staff reports and make recommendations.

Perform complex research and provide support for functions related to state and federal legislative advocacy, and county or regional wide issues including surveys, studies, coordination and related functions.

Conduct difficult and complex productivity and efficiency studies, performance audits, management reviews and administrative analyses of organization systems and procedures; manage, direct and coordinate special projects and programs; and, prepare recommendations and reports.

Assist with human resource functions; assist with investigations or disciplinary decisions; oversee, monitor and coordinate liability claims; oversee and safety and workers compensation program;

resolve difficult claims with third party administrator and others; and, assist with recruitment activities and benefits administration.

Plan, coordinate and implement large community events; coordinate community meetings, forums and related activities; staff various committees established by the City Council; prepare agendas and minutes; and, assist with research and other support as needed.

Participate in office management functions; conduct surveys and perform complex research and statistical analyses; prepare related reports including staff reports; and, compile materials and professional 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.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of public administration, organizational structure and development.

Methods and techniques of advanced statistical and fiscal analysis.

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.

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 work flow analysis.

Principles and practices of leadership, motivation, team building and conflict resolution.

Principles and practices of supervision, training and personnel management.

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 complex rules and procedures accurately and adopt appropriate, effective courses of action.

Perform a wide variety of analytical duties with minimal supervision and analyze or diagnose difficult and complex situations and appropriate resolutions.

Effectively administer assigned programmatic responsibilities; prepare complex reports; prepare and administer a program budget; evaluate and develop, procedures and policies.

Demonstrate political acumen; deal positively with confrontation and controversial issues; and, facilitate community participatory decision making to resolution.

Gain cooperation through discussion and persuasion.

Supervise, train and evaluate personnel.

Exercise initiative and independent, astute judgment in sensitive situations; interview, investigate, problem solve and negotiate.

Manage complex projects; 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:

Three years of professional level experience in public administration similar to the Management Analyst II 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 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:	Senior Management Analyst
FLSA:	Exempt
Created:	01/01/02
Revised:	07/30/03 – Added Section 504 language 10/15/10 – Corrected EEO Language