

February, 2020
FLSA: EXEMPT

MANAGEMENT ANALYST

DEFINITION

Under general supervision, performs a variety of professional, analytical and technical tasks to a department, including, but not limited to working in one or more program areas such as Finance, Property Management, Parking Operations and Human Resources. Assignments involve the development, administration and implementation of City programs related to the department to which assigned; highly responsible analytical staff assistance including conducting analyses of a wide range of municipal programs, practices and procedures, including research, financial analysis, project administration, property management, budget preparation and reporting, lease management and development, research on human resources matters, labor relations and negotiations, training and recognition programs, and recruitment and testing, maintaining parking facilities, equipment and devices, supporting parking enterprise operations, ensuring compliance with State and local parking regulations and performing related work as required.

SUPERVISION RECEIVED AND EXERCISED

Depending on the assignment, the Management Analyst receives general supervision from executive level departmental or administrative management personnel. Responsibilities may include direct and indirect supervision of technical and clerical staff.

CLASS CHARACTERISTICS

This position performs the full range of technical work at the analyst level in some of the following areas: property and lease management, contractor relations and services, human resources, research, recruitment and testing, training and other human resource functions, records management, website maintenance, communications, research, financial analysis, and project administration. Incumbents work independently, exercise judgment and initiative, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department or division where they are assigned.

EXAMPLES OF ESSENTIAL 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.

- Perform recruitment and selection duties, including application screening; writing brochures and flyers; scheduling examinations; preparation of written, performance, and oral examinations and interview materials; preparation of assessment centers; scheduling of hiring interviews and any other selection methods used.
- Develop recruitment advertising and outreach programs to attract a skilled and diverse pool of qualified applicants for City open positions.
- Participate in the development, execution, and analysis of various compensation, classification, and benefits studies and surveys.
- Assist in the analysis and administration of benefit programs for current employees and retirees.
- Plan, research, and complete various human resource-related projects; coordinate programs (i.e., new employee orientation, employee recognition, internships, etc.)
- Conduct preparatory research for labor negotiations.
- Plan, develop, coordinate, and present training sessions and classes for City employees.
- Develop and manage City leases, including setting lease rates and renewal rates and collection.
- Maintain records of City leases including lease rates, length of lease agreements, lease expiration dates, and tenant contact information.
- Write and present reports on the leasing of City properties to City Council committees (such as OMIT and Finance Committee) and to the City Council.

- Performs and provides support in records management, website content management, project administration, communications, systems and projects analysis and research.
- Provides support and assistance in the development of software system requirements and implementations with the Information Technology division and City departments.
- Assists in the implementation and update of the finance and human resources software systems and provides system user training to other staff as required.
- Updates website content including OpenGov financial transparency site and Administration divisions.
- Assists with Human Resources, Finance, Property Management, City Manager and Information Technology projects, preparing materials, researching information, and analyzing data.
- Recommends prudent courses of action resulting from research and analysis
- Drafts agendas, notes, and staff reports as assigned, researching topics as needed. Prepares reports of related information.
- Reviews invoices and purchase orders to support request for payments and reconciles discrepancies.
- Assist in the development, coordination and monitoring of the budget; prepare revenue and expenditure summary reports; and manage and analyze multiple Federal, State and local funding sources.
- Gathers financial and statistical information and materials for various reports and year-end auditing process; compiles, reconciles, and verifies information and prepares financial, Federal, and State mandated reports.
- Prepares, processes, reviews and verifies documents, records, and forms related to assigned area for accuracy, completeness, and conformance to applicable policies, rules, and regulations.
- Establishes and maintains complete files and records related to assigned function.
- Generates and assists in the preparation of monthly, quarterly, and year-end financial, summary, and technical reports.
- Enters and retrieves information and data using standard word processing, spreadsheet and presentation software, as well as accounting, financial, human resources, property management and other related electronic information systems.
- Supervises contract services related to parking programs, meter currency collection and counting, and citation processing and revenue collection.
- Evaluates parking codes, ordinances and data statistics to develop opportunities to update, expand upon, or generate new revenues sources.
- Acts as liaison for the City's hearing examiner, the California Department of Motor Vehicles, parking authorities, State agencies and parking committees.
- Manages Police Department Parking and Alarms permits, accounts, fees, invoicing and collections.
- Assists customers, departments, and employees by providing answers and information regarding leased City properties, lease terms and available properties, job openings and recruitments, specific account information, discrepancies, general accounting procedures, and/or department specific issues and problems; researches issues regarding specific transactions; and updates related files and departments on action items.
- Prepare written memos, letters, reports, standard operating procedures, policies, and publications for effective communication with internal and external customers.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and techniques of effective customer service, including a service-oriented approach to human resources management.
- Methods and techniques of performance measurement
- Principles and practices of project management and workflow analysis
- Terminology and practices of financial processing, record keeping, and financial reporting.
- Principles and practices of preparing and reviewing finance documents.
- Basic principles and practices of fund accounting and public agency operating and capital budgeting
- Open Records and public information requirements

- Essential principles of municipal parking programs and services, including parking technology, permitting, meter operation, and revenue collection policies and procedures.
- Relevant occupational hazards and work safety practices and procedures.
- Pertinent State, Federal and local laws and regulations
- Business arithmetic and basic financial and statistical techniques.
- Record keeping principles and procedures.
- Computer equipment and computer applications related to work, including financial systems, word processing, spreadsheet, presentation and database software.
- Effective report writing, research and presentation techniques
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Apply logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate policies, and procedures.
- Manage complex or sensitive projects and perform a wide variety of complex analytical duties with little to no supervision.
- Administer and coordinate various human resources program areas.
- Perform detailed and accurate work product in Microsoft Word, Excel, PowerPoint, and Outlook, and with financial system(s).
- Perform detailed financial support work accurately and in a timely manner.
- Acquire a thorough knowledge of parking technology, including meters, pay stations, and enforcement devices, and related software applications used by the City.
- Develop a high degree of mechanical aptitude in order to diagnose, adjust and repair parking equipment and technology.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Write clear and concise reports, correspondence, procedures and other written materials.
- Communicate verbally and make public presentations.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with enough speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Coordinate closely with multiple other employees and/or departments to achieve deadlines and project requirements.
- Perform basic statistical analysis and conduct research studies.
- Collect, compile, summarize and maintain accurate records and files.
- Operate 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, procedural, and legal guidelines.
- 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:

Equivalent to Bachelor's in Public Administration, Public Management or a related degree and two (2) years of experience in analyzing data and/or records, preparing communications related to analysis and/or research, and/or maintaining financial records. Master Degree may substitute for one year of experience requirement.

Experience working with or for public agencies providing citizen service preferred.

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; 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 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 weighing 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.

Established: December 11, 2018

Revised: February 25, 2020

Employee Group: Confidential

Status: Confidential, Exempt