General Statement of Duties
Performs intermediate professional level analytical work researching and analyzing a variety of operational and/or administrative issues or problems related to specific assignments/areas and prepares recommendations for implementation of new or revised policies, procedures, and/or process changes/improvements.

Distinguishing Characteristics
There are four classes in the management analyst series; however, this is not a progressive series. This class performs intermediate level analytical work researching and analyzing a variety of operational and/or administrative issues.

This class is distinguished from a Management Analyst Staff that performs entry level professional work while receiving training in the principles, practices, methods, and techniques of research and analysis, works under close supervision, and as the employee gains experience, assignments expand in complexity and scope.

The Management Analyst Associate is distinguished from the Management Analyst Senior that performs full performance level analytical work which includes conducting studies/projects that support a large division(s) or department by advising management on specific operational and/or administrative issues, applies management analysis techniques to solving problems and facilitating modifications/conversions, and prepares recommendations to implement new policies, procedures, and/or process changes/improvements.

Guidelines, Difficulty and Decision-Making Level
Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review
Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communication & Purpose
Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised
By position, performs lead work.
Essential Duties

Conducts research and analysis on specific operational and/or administrative issues and confers with manager(s), supervisor(s), and/or operating personnel on scope of work, purpose, time frames, and resources requirements.

Researches, collects, and compiles information from various sources including trends, related laws, policies, procedures, methods, and/or practices, analyzes collected data, and explores possible alternatives/solutions and the feasibility of recommended changes.

Develops recommendations for new, revised, and/or improved work processes, policies, procedures, practices, methods, and/or other tools to implement changes/improvements and evaluates the effectiveness of proposed changes/recommendations.

Presents findings and recommendations including any budget implications for proposed recommendations and seeks support and approval of proposed recommendations.

Plans and assists in the installation of new methods, policies, processes, and/or procedures, provides instruction and technical assistance to operating personnel, and performs follow up to ensure defined outcomes are achieved.

Cultivates, fosters, and maintains positive working relationships with managers, supervisors, employees, and other stakeholders to gain their cooperation and support.

Prepares written reports that summarize research, analysis, recommendations, and implementation strategies.

By position, develops and documents functional specifications detailing user needs to be utilized by system technical design staff in automating business processes.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Information Management – Identifies a need for and knows where and how to gather information and organizes and maintains information or information management systems.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations

Problem Solving – Identifies problems, determines accuracy and relevance of information, uses sound judgment to generate and evaluate alternatives, and makes recommendations.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Technical Competence – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one’s job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.
Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

**Knowledge & Skills**

Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

**Education Requirement**

Bachelor’s Degree in Business Administration, Public Administration, Management, or a related field.

**Experience Requirement**

Two (2) years of professional administrative and analytical experience which must have included analyzing management problems and recommending solutions.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

None

**Working Environment**

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check
Employment Verification
Education Check

**Assessment Requirement**

None

**Probation Period**

Six (6) months.
Class Detail

Pay Grade: A-809  
FLSA Code: Y  
Management Level: 10  
Established Date: 9/21/2018  
Established By: Lori Schumann  
Revised Date: 1/1/2019; 3/31/2019  
Revised By: Susan Keller/Greg Thress  
Class History:  
01/01/2019 - Updated pay grade per pay survey market changes.  
03/31/2019 – Job Title and Distinguishing Characteristics revised.