



Office of Human Resources
Management Analyst Associate - CA2412
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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.

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 Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-809

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: