



Office of Human Resources
Management Analyst Senior - MA2284
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General Statement of Duties

Performs full performance professional 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, applying management analysis techniques to solving problems and facilitating modifications/conversions, and preparing recommendations to implement new 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 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. This class is distinguished from a Management Analyst Associate that performs intermediate 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. The Management Analyst Senior is distinguished from the Management Analyst Specialist that performs specialized, complex, and multi-dimensional analytical work which includes conducting and executing studies/projects for areas with little or no procedural precedent which have city-wide and/or major department(s) policy implications and providing top level management with information necessary for decision-making and long-range organizational planning.

Level of Supervision Exercised

By positions, performs lead work.

Essential Duties

Plans and conducts analytical management, financial, operational, and/or administrative studies/projects and confers with management in order to define the scope of work, purpose, goals and objectives, time frames, and resources requirements of the study/project.

Makes initial assessment of issue(s) or problem area(s) by researching best practices, trends, and historical and current data, along with related laws, policies, procedures, methods, and/or practices, developing the methodology for the collection of relevant data, and assembling and designating data into meaningful formats to facilitate data analysis.

Analyzes collected data and existing policies, procedures, methods, practices, and/or whatever elements are causing problems/issues and explores possible alternatives/solutions and the feasibility of recommended changes.

Develops proposals and recommendations based on research and analysis for new, revised, and/or improved work processes, policies, procedures, practices, methods, and/or other tools to implement changes/improvements and determines the impact of proposed changes/recommendations and the positive or negative effects to the division and/or department.

Presents study findings and recommendations to management staff including budget implications for proposed recommendations and seeks support and approval of proposed recommendations.

Plans and participates in the implementation of approved recommendations, furnishes advice and technical assistance to staff during implementation of recommendations, and takes corrective action or recommends modifications to ensure the outcomes defined for the project/study are achieved.

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

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

By position, conducts business process analysis and redesign using the accepted tools, methods, and concepts of this specialized discipline.

By position, adapts the results of business process analysis to specifying the functional requirements of automated business application.

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

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.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

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.

Knowledge of financial analysis and research techniques sufficient to be able to determine what information is needed and secure, analyzes desired information, and integrates research into reports and/or databases.

Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Education Requirement

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

Experience Requirement

Three (3) years of progressively responsible professional experience in administrative, management, and operational analysis work which must have included analyzing management problems and recommending solutions and implementation strategies.

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

At-Will Position.

Class Detail

Pay Grade: A-811

FLSA Code: Y

Established Date: 12/14/2018

Established By: LS

Revised Date:

Revised By:

Class History: