General Statement of Duties

Performs entry level professional work while receiving training in the principles, practices, methods, and techniques of research and analysis. Incumbents work under close supervision and as the employee gains experience, assignments expand in complexity and scope.

Distinguishing Characteristics

There are four classes in the management analyst series; however, this is not a progressive series. This class performs entry level professional work involving research and analysis of a variety of routine administrative and operational support duties under close supervision. This class is distinguished from the 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.

Guidelines, Difficulty and Decision-Making Level

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry, or place which may include making gross discriminations as to size, color, or readily observable conditions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received & Quality Review

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised

None

Essential Duties

Receives on-the-job training in the theoretical and technical aspects of the assigned professional field and participates in a variety of routine administrative, operational, and analytical support duties under close supervision.
Performs assignments with limited scope and complexity involving research, data interpretation, and analysis of information gathered from various sources on a variety of department/agency related topics, evaluates existing methods, procedures, and/or processes, identifies problem areas, and recommends improvements, revisions, and/or modifications of operations.

 Writes reports that summarize findings, describe data collection techniques, and recommend implementation options for management/supervisory approval.

 Revises procedures, processes, and/or methods to increase effectiveness, tests alternatives approaches, assists in the installation of approved improvements/modifications, provides instruction to operating personnel, and performs follow up to ensure defined outcomes are achieved.

 Performs increasingly more responsible work as the employee gains experience and independently performs assigned duties.

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

 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.

**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

None

### Education Requirement

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

### Experience Requirement

None
## 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
Education Check

## Assessment Requirement

None

## Probation Period

Six (6) months.

## Class Detail

- **Pay Grade:** A-617
- **FLSA Code:** N
- **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.