



Office of Human Resources
Management Analyst Supervisor - CA2255
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General Statement of Duties

Performs professional and supervisory work over analytical staff members, provides leadership and direction, devises and evaluates performance standards for the assigned area(s), and develops long range and short term goals and objectives for the assigned area(s) in conjunction with departmental plans and goals.

Distinguishing Characteristics

This class performs professional and supervisory work over analytical staff members. This class is distinguished from 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. Additionally, a Management Analyst Specialist performs lead work and/or may supervise clerical and/or technical employees; whereas, a Management Analyst Supervisor performs supervisory duties over professional staff. Generally, a Management Analyst Specialist and a Management Analyst Supervisor report to management level positions. A Management Analyst Supervisor is distinguished from a Manager I that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects.

Level of Supervision Exercised

Supervises two or more Management Analyst Associate and Management Analyst Senior positions.

Essential Duties

Directs, plans, and evaluates the work of professional management analyst staff members, provides technical expertise to staff, and establishes section and staff work programs and objectives.

Develops long range and short term planning initiatives, establishes policies, procedures, and practices related to assigned function(s), reviews new policy proposals or revisions, and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Performs specialized and complex analytical work which includes conducting and executing studies/projects that have major department policy implications and providing top level management with information necessary for decision-making and long-range organizational planning.

Trains new staff members in management analysis techniques and methodologies, orients staff with appropriate policies, standards, and procedures, and ensures that work conforms to departmental standards.

Serves on committees and builds and maintains effective relationships with managers and other stakeholders in order to discuss and resolve issues/concerns, exchange information, and recommend changes to improve operations and services.

Ensures that staff prepares comprehensive records, reports, and documentation that complies with standards and requirements.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

By position, investigates sources of funding, writes grants, administers grant budget and funds, assists in the development and implementation of the grant budget, approves expenditures, and ensures grant funds are used correctly.

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

Administration and Management – Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

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.

Teaching others - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

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.

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 supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Education Requirement

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

Experience Requirement

Three (3) years of professional experience planning and conducting management studies including determining study methods and procedures, analyzing data, developing recommendations and implementation strategies, and preparing reports of findings and recommendations.

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

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-813

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: