

JOB DESCRIPTION
Management Analyst II
Code Number: 04007

GENERAL PURPOSE

Under direction, performs responsible, professional administrative, financial, budgetary, statistical and other management and legislative analyses in support of departmental or District-wide activities, functions and programs; recommends action and assists in formulating policy, procedure, work flow designs and legislative positions and in budget development and implementation; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the professional, journey-level class in the Management Analyst series, fully competent to independently perform responsible and difficult analytical work in support of a department or District-wide program. Assignments are typically received in broad outline form, and incumbents are expected to act independently in developing applicable resources and information. Projects may include statistical analysis, policy, procedures, budget development, legislative analysis or other areas specific to the assignment. Incumbents are expected to exercise independent judgment in selecting study approach and analytical techniques and in making sound recommendations based on study results.

This class is distinguished from Senior Management Analyst in that the latter is expected to independently perform more complex and difficult analytical work requiring a thorough understanding of district financial processes and methods.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

Plans, organizes, coordinates, directs or conducts administrative or management studies relating to the activities or operation of the District or an assigned department or function; determines analytical techniques and statistical and information-gathering processes and obtains required information and data for analysis; analyzes alternatives and makes recommendations regarding such areas as staffing, cost analysis,

FLSA DETERMINATION: Meets administrative exemption from overtime.

productivity, work flow and design, and policy or procedure development or modification; discusses findings with management and prepares reports of study conclusions; makes board presentations of study results and recommendations; assists in developing and implementing program or functional goals and objectives; conducts a variety of special projects and programs related to the functions of assigned projects.

Assists in monitoring performance and progress in executing departmental goals and objectives; performs analytical assignments in conjunction with detailed tactical or project planning and plan implementation; prepares periodic reports and presentations on progress.

Designs and develops report formats to meet management information needs; works with Information Systems to develop or modify systems to provide required data.

Attends meetings with officials of other governmental agencies, businesses and community groups and the public regarding assigned projects; responds to requests for information from the public on District programs or projects.

Assists in developing and administering the District or a major departmental budget, including gathering and analyzing data and information, formulating recommendations and supporting documentation and monitoring expenditures; investigates and evaluates the need for changes in budgetary allocations during the fiscal year; reviews and evaluates purchase requests and justifications.

Acts as project manager and coordinates planning, analysis and development for special projects and studies such as the Emergency Response Plan and the Energy Management Plan.

Coordinates programs and activities with other departments; confers with representatives of other agencies, groups, vendors or the public.

Performs program administrative functions in a specified area; prepares technical reports, correspondence and other written materials.

Provides technical assistance to others on administrative and analytical matters.

Plans and conducts assigned research projects.

May provide work direction to other analysts and support staff on a project or day-to-day basis.

Performs related duties as assigned.

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CONTINUOUS IMPROVEMENT RELATED DUTIES

Applies Continuous Improvement principles in the deployment of department business plans, processes and performance measures, ensuring that they align with District's Strategies and Operational Plans.

Participates in departmental performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.

Ensures effectiveness of the business processes undertaken by the department and division.

Defines customer service segments being served and establishes processes to obtain feedback to improve performance.

Develops, maintains, and utilizes departmental performance indicators in making decisions; establishes performance criteria for assigned staff; ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.

The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Principles, practices and methods of administrative and organizational analysis; public administration policies and procedures; business computer applications, particularly as related to statistical analysis and data management; financial/statistical/comparative analysis techniques and formulae; public finance and purchasing practices and legal requirements; District organization, functions, programs, policies, procedures and initiatives; budget development and administration methodologies; basic functions and authorities of public agencies and special districts, including the role and responsibilities of a public governing board; laws, regulations and policies governing the administration of a public water and wastewater utility in the State of California applicable to assigned areas of work; rules and regulations for the conduct of public meetings; principles and practices of sound business communication.

Ability to:

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Analyze administrative, operational and organizational problems, evaluate alternatives and reach sound conclusions; collect, evaluate and interpret varied data, either in statistical or narrative form; interpret and apply laws, regulations, policies and procedures; prepare clear and concise reports, and other written materials; maintain accurate records and files; direct and coordinate the work of others on projects; use PC word processing, graphics and database programs to develop reports, databases and communications materials; coordinate multiple projects and meet critical deadlines; exercise sound judgment within established guidelines; communicate effectively orally and in writing and with individuals and in group and public presentations; establish and maintain effective working relationships with those contacted in the course of the work; follow and apply written and oral work instructions.

Continuous Improvement Based Knowledge and Abilities

Knowledge of:

The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning; familiar with process mapping and structured problem solving; theoretical and practical knowledge necessary to develop and monitor individual performance standards, and insure they align with key performance measures for the unit.

Ability to:

Develop a systems perspective for managing department operations and its key processes to achieve results; to use the seven Baldrige Categories and the Core Values as building blocks for department operations; define and explain key processes and business requirements within the department; develop and deploy strategic plan elements and key performance measures consistent with District goals; develop and maintain continuous improvement in all areas of operations; develop and monitor performance standards; ensure work unit goals and objectives are aligned with the department; track and monitor department performance; and make sound decisions based on departmental performance indicators.

Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from an accredited college or university with a bachelor's degree in business or public administration; and two years of professional experience in administrative and management analysis equivalent to the work performed by an Management Analyst I; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

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The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle or feel standard office equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing, intensive deadlines on multiple concurrent tasks; work with frequent interruptions; and interact with District officials, executives, managers, officials of other governmental agencies, employees and the public.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions and the noise level is usually quiet.

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