

City of South San Francisco  
Human Resources Department

**Management Analyst I**  
Class Description

**Definition**

Under general supervision, provides administrative, program, project, and budgetary support to a department and/or program; plans, develops, and carries out specific programmatic responsibilities related to the department/program to which assigned; provides administrative, program, project, and budgetary support; analyzes practices and procedures and makes recommendations for administrative and operational improvements; represents the program/department and the City in a variety of meetings and presentations; and does related work as assigned.

**Distinguishing Characteristics**

The Management Analyst I is the entry-level in this professional administrative support class series. Initially under close supervision, incumbents learn City, departmental, and programmatic policies and procedures and carry out specific administrative, departmental, and program support projects. As experience is gained, the work becomes more varied, is performed more independently, and may involve programmatic responsibilities. Assignments are often programmatic in nature, require strong communication, coordination and facilitation skills, significant analytical and writing skills, and may include budgetary, operational, staffing, and similar responsibilities. Direction of staff is not a primary responsibility; however, it may be required on a project or day-to-day basis. This class series is distinguished from other administrative support and professional classes within the City by the emphasis on the provision of a variety of general and often changing professional staff projects to a department rather than the requirement of a specific technical/professional discipline.

**Typical and Important Duties**

1. As a member of the department's management team, assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems.
2. Coordinates, oversees, and performs professional-level administrative support work in such areas as: program development and oversight, project coordination, public and media information, budget development, financial administration and reporting, purchasing, contract administration, management analysis, automation, and program evaluation.
3. Researches, collects, assembles, analyzes and interprets data relating to departmental and interdepartmental operations including function, organizational structures, forms and procedures, work output and workload, and budgetary issues.
4. Participates in the development and installation of new or revised programs, systems, procedures and methods or operation; update and revise policies and procedures and manuals.
5. Assists in the design and implementation of systems and forms for use in operation.

6. Manages a variety of projects, plans, and electronic documents; perform administrative detail work and maintain appropriate records and statistics; monitor progress and evaluate work measurement data of various City programs.
7. Develops and implements evaluation tools to identify program effectiveness, including developing assessment instruments; makes recommendations, and compiles reports.
8. Organizes and facilitates community and other meetings; prepares and delivers oral presentations and reports to local groups and governmental bodies; mentors teams.
9. Conducts a variety of analytical and operational studies regarding departmental activities; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.
10. Develops sustainability plans; researches grant opportunities; prepares and submits grant applications.
11. Prepares and submits technical, statistical, fiscal, narrative, and special reports; prepares a variety of and other reports, utilizing data from a variety of sources, which requires compilation and summarization.
12. Directs and participates in the development of the department or program's annual budget; monitors monthly expenditures making adjustments as necessary.
13. Reviews changes in laws, regulations, and guidelines for their effect upon departmental activities; evaluates the effect of such changes and recommends changes to policies and procedures as required for compliance.
14. Prepares a variety of reports, draft letters, and materials for the department, City Council, and other agencies; drafts and completes final contracts, general correspondence, procedures, informational handouts, press releases, and other written materials.
15. Prepares and submits a variety of statistical, fiscal, payroll, personnel, narrative, and other reports, utilizing data from a variety of sources, which requires compilation and summarization.
16. Prepares materials for and delivers lectures and demonstrations to City staff and the public; formulates lessons plans, develop standards, and conducts training.
17. May direct or supervise the work of a small support staff on a project or day-to-day basis; plans, assigns, and reviews work and trains staff in work procedures.
18. Performs related duties and responsibilities as assigned.

### **Job-related Qualifications**

#### **Knowledge of:**

- Principles and practices of project management, administrative analysis, and report preparation.
- Techniques for the preparation of informational and educational materials.
- Applicable federal, state, and local laws, regulations, and reporting requirements.
- Principles and practices of budget development and administration.
- Principles and practices of public administration and human resources as applied to departmental administration, including basic employee relations' concepts.
- Community-driven strategic planning.

- Data collection, analysis techniques, and business arithmetic.
- Meeting and group facilitation, including group dynamics.
- Principles and practices of project management.
- Principles and practices of grant writing and grant management.
- Principles of budget administration.
- Computer applications related to the work, including word processing, database, presentation, graphics, spreadsheet, and inter- and intranet web applications.
- Techniques for dealing effectively with the public, community groups, and agency staff, in person and over the telephone.

Ability to:

- Assist in developing goals, objectives, policies, procedures, and work standards for the program.
- Interpret, apply, and explain complex laws, codes, regulations, policies, and procedures.
- Plan and conduct effective management, administrative, budgetary, and operational studies.
- Prepare and present clear and effective financial and narrative reports, correspondence, informational materials, and other written materials.
- Make effective presentations.
- Collect and analyze data.
- Plan, coordinate, and facilitate meetings.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Develop and monitor budgets and programs and submit program and fiscal reports for grant sources.
- Establish and maintain cooperative and professional working relationship with staff, community members, and all partners.
- Acquire a thorough knowledge of agency policies and of community needs and interests, and of resources available to meet them.
- Apply computer programs to the assigned function.
- Use English language effectively to communicate in person, over the telephone, and in writing.
- Independently carry out assignments; organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Represent the City, the department, or the organizational unit effectively in contacts with representatives of other agencies, City departments, and the public.
- Take a proactive approach to customer service issues.
- Understand and enforce safety policies, rules, and regulations; work in a safe manner, following agency safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Rapid note taking and accurate transcription of own notes.

- Word processing and database management at a speed and accuracy sufficient to perform assigned work.

### **Experience and Training**

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

#### **Experience:**

Six years of progressively more responsible professional, paraprofessional, intern, or related experience in providing a variety of administrative, management, and/or budgetary experience, preferably in a public agency setting.

#### **Training:**

Equivalent to graduation from high school with supplemental business school or applicable college-level course work. Possession of an Associate Degree from a community college or 60 college units with major coursework in business or public administration, political science, or a closely related field may be substituted with two years of experience described above. Possession of a Bachelor's Degree from an accredited college or university is highly desirable and may be substituted for four years of the experience requirement.

### **Licenses and Certificates**

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

### **Special Requirements**

Essential duties require the following physical skills and work environment:

#### **Physical Skills:**

Able to use standard office equipment, sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated or standing position for prolonged periods of time, strength to lift and carry presentation materials, strength to lift and carry 35 pounds; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone and to make public presentations.

#### **Work Environment:**

Work in a standard office environment; ability to work protracted and irregular hours, and available for evening meetings and/or training.

#### **Ability to:**

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; provide facilitation or training and handle public information emergency situations.

**Additional Information:**

- Approved: June 2000
- Revised Date: March 2002, May 2011
- Former Titles: Fire Education Specialist; Community Partnership Coordinator, Healthy Communities Coordinator/Management Analyst I
- Abolished: Fire Education Specialist (abolished June 2000); Healthy Communities Coordinator/MA I (abolished March 2002); Community Partnership Coordinator (abolished March 2002)
- Bargaining Unit: Mid-management
- DOT: No
- Status: Classified/Exempt
- Job Code: M570
- Grant Funded: Some positions are grant-funded with funding through September 2003