

City of South San Francisco  
Human Resources Department

**Management Analyst II**  
Class Description

**Definition**

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

**Distinguishing Characteristics**

The Management Analyst I is the entry-level in this professional administrative support class series and some positions may be alternately staffed with Management Analyst II with incumbents normally advancing to the higher-level class, if appropriate, after gaining experience, demonstrating knowledge and skill, and consistently performing the work of the higher-level class. The Management Analyst II is the experienced-level in this professional class series. Assignments are often programmatic in nature, require 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. Manages a variety of projects and plans; perform administrative detail work and maintain appropriate records and statistic; monitor progress and evaluate work measure data of various City programs.
4. Assist in the design and implementation of systems and forms for use in operation.
5. Organizes and facilitates community and other meetings; prepares and delivers oral presentations and reports to local groups and governmental bodies; mentors teams.
6. 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.

7. Develops sustainability plans; researches grant opportunities; prepares and submits grant applications.
8. Directs and participates in the development of the department's annual budget.
9. 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.
10. 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.
11. Prepares a variety of statistical, fiscal, payroll, personnel, narrative, and other reports, utilizing data from a variety of sources, which requires compilation and summarization.
12. Prepares materials for and delivers lectures and demonstrations to City staff and the public; formulates lessons plans, develop standards, and conducts training.
13. 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.
14. 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.
- Computer applications related to areas of assignment, including word processing; spreadsheet, database, presentation, graphics, and inter- and intranet web applications.
- Principles and practices of project management.
- Standard office practices and procedures, including automated records management.
- Principles, practices, techniques, and procedures of adult training.
- Various audio/visual techniques and equipment.
- Basic supervisory principles and practices.
- Techniques for dealing with the City staff, representatives of other agencies, organizations, and the public and resolving problems tactfully and effectively.

#### Ability to:

- Assist in developing goals, objectives, policies, procedures, and work standards for the department.
- Interpret, apply, and explain complex laws, codes, regulations, policies, and procedures.
- Plan and conduct effective management, administrative, budgetary, and operational studies.

- Use initiative, discretion, and sound independent judgment within policy and procedural guidelines.
- Prepare clear and effective financial, statistical, and narrative reports, correspondence, informational and educational materials, policies, procedures, and other written materials.
- Make effective presentations.
- Direct the work of others on a project or day-to-day basis; plan, distribute, coordinate, and review the work of assigned staff.
- Meet critical time deadlines.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Represent the City effectively in contacts with elected and foreign officials, the press, representatives of other agencies, City departments, and the public, occasionally in situations where relations may be difficult or strained.
- Understand and enforce safety policies, rules, and regulations; work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Word processing into standard computer format with speed and accuracy sufficient to perform assigned work.
- Rapid note taking and accurate transcription of own notes.

### **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:

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

Training:

A bachelor's degree from an accredited college or university with major coursework in business or public administration, public policy, public information, political science, or a closely related field to the assigned work.

### **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: April 2002, June 2003, May 2011
- Former Titles: Fire Education Specialist
- Abolished: Fire Education Specialist (abolished June 2000)
- Bargaining Unit: Mid-management
- DOT: No
- Status: Classified/Exempt
- Job Code: M560