



CITY OF LAGUNA WOODS JOB CLASSIFICATION

SERIES: MANAGEMENT ANALYST

JOB TITLE: MANAGEMENT ANALYST

STATUS: EXEMPT AND AT-WILL

JOB TITLE: SENIOR MANAGEMENT ANALYST

STATUS: EXEMPT AND AT-WILL

DEFINITION:

Under the levels and degrees of supervision specified herein, Management Analysts and Senior Management Analysts perform complex administrative, analytical, professional, and technical duties; conduct research, evaluation, and analysis of programs, projects, and services; and, coordinate and administer programs, projects, and services.

DISTINGUISHING CHARACTERISTICS:

Management Analyst:

“*Management Analyst*” is the journey-level class in the Management Analyst series. Employees are required to have work experience applicable to the assigned department(s) and typically function under general supervision with responsibilities for supporting a range of programs, projects, and services. Employees exercise independent discretion and judgment, but are not expected to have the same amount of program knowledge and skill as Senior Management Analysts. Employees may also receive more regular instruction and assistance. Work is typically reviewed in progress and fits established patterns.

Senior Management Analyst:

“*Senior Management Analyst*” is the advanced journey-level class in the Management Analyst series. Employees are required to have work experience applicable to the assigned department(s) and typically function under general supervision with responsibilities for managing one or more programs, projects, or services. Employees are expected to work with greater autonomy than Management Analysts and apply well-developed program

knowledge and skill to their exercise of independent discretion and judgment. Employees may only receive periodic instruction or assistance as new and unusual situations arise. Work is typically reviewed upon completion and, primarily, for overall outcomes.

ESSENTIAL DUTIES:

The duties assigned include, but are not limited to, all or a variety of, the following:

- Perform administrative, analytical, professional, and technical functions.
- Receive and respond to public and private inquiries and complaints, including by providing information and referrals, as determined to be appropriate for the series level and related program, project, or service.
- Track, verify, and report on the status, history, and outcomes of inquiries and complaints, including referrals to other departments and outside agencies.
- Prepare responses to public records requests, discovery requests, subpoenas, and similar requests for information.
- Monitor, analyze, and report on legislative and regulatory proposals for impacts on assigned department(s), including preparation of positional correspondence.
- Manage budgets, including by preparing and monitoring revenue and expenditure estimates and forecasts; analyzing trends; collaborating with other departments and external parties; reviewing invoices; and, processing warrant requests.
- Research, compile, and analyze information and assorted data.
- Prepare, compile, and disseminate qualitative and quantitative documentation and data, including correspondence, news releases, newsletters, brochures, flyers, billing records, reimbursement records, budgets, budget tracking sheets, statistics, reports, manuals, inventories, logs, minutes, and photographs.
- Create, scan, file, and maintain physical and electronic records.
- Negotiate, develop, and administer contractual agreements with public and private parties, including participation in and implementation of solicitation processes.
- Coordinate grant processes, including preparing, reviewing, and monitoring grant applications, as well as administering and implementing grant activities.
- Prepare and present oral and written reports, briefs, plans, budgets, and studies to the City Manager, City staff, City Council, and City committees.
- Serve as a staff liaison to one or more City committees, including developing

agendas, facilitating meetings, making presentations, and preparing minutes.

- Represent the City and department to internal and external parties (e.g., members of the public, elected officials, other City departments, and outside organizations), including negotiating and resolving sensitive and controversial issues, as well as explaining and defending City and department operations and activities.
- Attend, participate in, and organize meetings and events, including preparing, assembling, and distributing agenda materials; and, setting up for and cleaning up after meetings and events, including by moving, arranging, and configuring tables, chairs, computers, projectors, screens, microphones, and other equipment, as well as food, beverages, waste, and other items and materials.
- Coordinate community outreach, education, and volunteer programs, including planning events and selecting, training, assisting, and supervising volunteers.
- Select, train, supervise, and regularly evaluate assigned employees, including participating in discipline and termination proceedings when necessary.
- Provide support and relief coverage for City and department employees.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Modern office procedures, methods, and equipment, including computers.
- Responsive customer service practices, including active listening.
- Operational and activity characteristics of the assigned department(s).
- Principles of local government budgeting and financial recordkeeping, including relevant standards, laws, and regulations.
- Principles of grant applications and administration.
- Principles of human resources management (both employees and volunteers).
- Principles of the California Public Records Act and Ralph M. Brown Act.
- Principles and techniques of record keeping and filing.
- Methods of program evaluation and assessment.

Ability to:

- Perform the essential duties described in this job classification in a professional, timely, and accurate manner with the referenced level and degree of supervision.
- Alphabetize, compare, count, differentiate, measure, assemble, sort, copy, record, classify, compute, tabulate, categorize, and transcribe data and information.
- Supervise, evaluate, and train persons with diverse backgrounds.
- Communicate effectively and concisely, including the ability to inform, educate, and persuade persons with diverse backgrounds.
- Demonstrate an awareness and appreciation of local cultural diversity.
- Communicate in writing effectively and concisely, including with use of proper spelling, grammar, punctuation, and command of the English language.
- Maintain confidentiality and discretion when necessary.
- Maintain professional composure at all times, including when dealing with upset, hostile, and difficult interpersonal interactions.
- Maintain effective organization of multiple activities and assignments in a busy office environment with frequent interruptions.
- Understand, analyze, interpret, and apply data and information using established criteria, in order to determine consequences and identify and select alternatives.
- Understand, analyze, interpret, and apply standards, laws, regulations, and policies to assigned duties.
- Understand, analyze, interpret, and apply ordinances, resolutions, policies, laws, procedures, standards, and practices to complex and variable situations.
- Understand, analyze, interpret, and apply design and descriptive information, including plans, maps, property records, statistics, charts, graphs, and tables.
- Understand, calculate, and interpret percentages, fractions, ratios, statistics, and spatial relationships, including areas, square footages, and dimensions.
- Analyze and resolve issues that require complex planning for multi-disciplinary operations and activities, as well as concrete and abstract variables.

Education and Experience:

Management Analyst

Any combination of education and experience that provides the knowledge, skills, and abilities necessary for this position is qualifying. A typical way of obtaining the required qualifications is to possess a Bachelor's degree from an accredited college or university with major course work in business administration, public administration, or subjects applicable to the assignment, and one year of full-time work experience involving relevant operations and activities. Prior experience administering programs, projects, or services for a municipal or other government agency is highly desirable.

Senior Management Analyst

Any combination of education and experience that provides the knowledge, skills, and abilities necessary for this position is qualifying. A typical way of obtaining the required qualifications is to possess a Bachelor's degree from an accredited college or university with major course work in business administration, public administration, or subjects applicable to the assignment, and three years of increasingly responsible full-time work experience involving relevant operations and activities. Possession of a Master's Degree; prior experience administering programs, projects, or services for a municipal or other government agency; and, prior experience in a supervisory position are highly desirable.

Licenses/Certifications:

Must possess and maintain a valid Class C California Driver's License and must qualify for and maintain insurability under the City's Vehicle Policy. These positions involve the periodic performance of duties and travel that require operation of a personal vehicle.

PHYSICAL DEMANDS AND ENVIRONMENTAL SETTING:

While performing the duties of either class, employees are frequently required to sit, stand, walk, talk, and hear; use hands to handle, manipulate, feel, move and operate equipment, tools, and controls; and, use hands and arms to reach. Specific vision abilities required include close, distance, peripheral, and color vision, depth perception, and the ability to adjust focus. Specific hearing abilities required include hearing in the normal audio range with or without correction. While many activities are performed sitting at a desk in a sedentary manner, employees are frequently required to exert physical effort, involving a combination of standing, walking, climbing, balancing, stooping, kneeling, and crouching, as well as carrying, lifting, pushing, and pulling objects up to 25 pounds.

While the duties of either class are primarily performed in an office setting with low to moderate noise and regular interruption, employees are also frequently required to travel and work in other settings (e.g., meetings, events, and inspections), including in outside weather with exposure to rain, humidity, heat, cold, and sunlight. Employees frequently experience high levels of noise, as well as exposure to odors, fumes, dust, smoke, hazardous substances, and other irritants that can cause discomfort and injury. Employees may also come into contact with hazardous traffic conditions.

Tools and Equipment:

Must possess the knowledge and ability to effectively use computers, copiers, scanners, calculators, facsimile machines, microfiche readers, telephones, digital cameras, and other measuring devices to collect data and information. Ability to use computers includes the knowledge and ability to input, query, and maintain information in software such as Microsoft Windows, Outlook, Excel, PowerPoint, and Internet Explorer, as well as the City's accounting, cashing, and records software, as may change from time-to-time.

OTHER NOTICES:

The duties listed above 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 this position if the work is a similar, related, or logical assignment.

The selection process for these positions will include fingerprinting; a State Department of Justice criminal background check; reference checks; confirmation of education claims, licenses, and certifications; and, a physical medical examination.

These positions are exempt under the Fair Labor Standards Act.

Pursuant to California Government Code Section 36506, neither this job classification nor any other communication, rule, or regulation shall be construed to provide employees with any tenure or property interest in employment with the City. All City employees serve "at will" and are subject to termination without cause at any time – no exceptions.

All City employees are designated Disaster Service Workers by both State law and City ordinance. Duties when serving as a Disaster Service Worker may be in locations, during hours, and performing work significantly different from the employee's normal duties.

The City is an Equal Employment Opportunity employer and does not discriminate on the basis of any legally protected category (race, religion, creed, color, national origin, ancestry, physical or mental disability, medical condition, pregnancy, childbirth or related medical conditions, veteran status, sexual orientation, gender identity or expression, genetic information, marital status, military or veteran status, sex, age over 40 years, or any other basis protected by applicable federal, state, or local law, including association with individuals with one or more of these protected characteristics or perception that an individual has one or more of these protected characteristics).

The City provides employment rights and non-discrimination on the basis of disability as established in the Americans with Disabilities Act. Reasonable accommodation may be made to enable a person with a disability to perform these positions' essential functions.

Additional laws, rules, and regulations apply to these positions.