

FIRE DEPARTMENT
SANTA CLARA COUNTY

MANAGEMENT ANALYST

DEFINITION

The position of Management Analyst undertakes, under general supervision, a variety of analytical staff studies and projects in support of management functions, practices and services.

This classification is a Fair Labor Standards Act exempt, non-represented position in the Classified Service.

DISTINGUISHING CHARACTERISTICS

This is the second and full working level within the Management Analyst Series. This class differs from the next lower level of Associate Management Analyst in that the latter is a training and developmental and first working level class in which incumbents receive routine, closely supervised assignments, but as they gain experience and expertise are expected to perform gradually more responsible assignments with increasing independence.

Typical assignment areas include, but are not limited to, budgeting, management and organization, workflow and personnel, systems development, program evaluation, policy and procedure development, management information analysis, classification, recruitment and examination, employee relations, labor relations, employee training, test validation and career development. Incumbents may be assigned to either a specific analysis activity, such as budget review or operation analysis, or to a generalist assignment with responsibility for dealing with a wide array of analytical staff assignments, many of which may be of a confidential nature. Incumbents are expected to be capable of performing a variety of management analysis techniques and procedures.

Assignments at this level require considerable judgment and discretion, and a complete understanding of the principles and techniques of the management processes. Recommendations and commitments made at this level have considerable weight, and personal contacts involve negotiating, advising, and gaining acceptance of one's own ideas by others. Positions may provide day-to-day guidance and training of lower level Management Analyst, and administrative support staff.

EXAMPLES OF DUTIES

Depending on the assignment, duties may include, but are not limited to, the following:

- Conduct analytical studies and surveys on organizational, procedural, budgetary requirements, personnel management and other related management functions.
- Gather and analyze information and does completed staff work including proposing recommendations on administrative, fiscal, organizational, personnel and other related management problems.

EXAMPLES OF DUTIES (continued)

- Conduct workload and staffing analysis, compensation analysis, recruitment and examinations, employee benefits, accounting, statistics, finance management information system and/or information technology.
- Interview and consult with departmental officials and employees, representatives from other organizations and the general public to give secure information.
- Prepare and present statistical data and makes recommendations in written, graphic and oral form.
- Make verbal presentations to management, boards, commissions and the public.
- Act as departmental resource on any questions in the area studied.
- May conduct studies requiring inter-departmental coordination.
- Perform other related duties as required.

EMPLOYMENT STANDARDS

Education and Experience: A Bachelor's degree from an accredited college or university in the preferred areas of economics, finance, business administration, public administration, human resources, social studies, information technology, or a communications or approved related field;

AND

2 years of increasingly responsible management/administrative analytical work experience in area of assignment.

Knowledge Of:

- Principles, practices and trends of public and business administration.
- One or more of the following areas:

Administration, personnel, budgeting, workload and staffing analysis, position classification and pay, recruitment and examination, employee relations; employee benefits, accounting, statistics, finance management information system, information technology.
- Basic governmental functions and organizations.
- Pertinent local, State and Federal rules, regulations and laws.
- Principles and practices of government and government programs in assigned area of responsibility.

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- Communications techniques required for gathering, evaluating and transmitting information.
- Principles of organization and administration.
- Office methods, procedures, software and equipment.

Ability To:

- Gather, interpret, analyze, evaluate and present a variety of management analysis data.
- Evaluate information and reach valid conclusions.
- Prepare written and oral reports.
- Identify and evaluate concrete and abstract variables.
- Plan, coordinate and manage complex projects.
- Work irregular or protracted hours, including evenings and weekends necessary to meet deadlines and achieve objectives.
- Make presentations to large audiences.
- Complete multi-faceted projects with attention to detail.
- Persuade, justify, and project consequences of decisions and/or recommendations.
- Plan, coordinate and initiate action necessary to implement recommendations.
- Interact with personnel at all organizational levels and function in stressful situations.
- Initiate, plan and complete work assignments with a minimum amount of supervision.
- Exercise initiative, ingenuity and sound judgment in solving problems and developing effective solutions.
- Understand, interpret, explain and accurately apply applicable laws, codes and regulations dependent upon assignment.
- Communicate effectively, orally and in writing.
- Demonstrate sound judgment and provide unbiased advice in formulating recommendations.
- Plan and lead the work for others.
- Apply the technical skill level required.

Working Conditions/Physical Demands: Work is typically performed in an office environment; contact with staff and the public. Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication, use of office equipment including computers, telephones, calculators, copiers, printers, fax machine, scanners, etc.

Required Licenses or Certificates: Possession of a valid, appropriate state of California driver's license.

Pre-Employment Requirements: The candidate will be required to complete and pass a Live Scan fingerprint, background check and medical examination.