

# CITY OF BEAVERTON

## Management Analyst

### General Summary

Assist Department Head and senior management by providing analysis of department programs, procedures and processes. Make recommendations and assist in the implementation. Administer special projects and programs as assigned.

### Key Distinguishing Duties

Analyze, coordinate and administer department-wide special projects and programs. May supervise support staff.

### Essential Functions

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Consult with management to initiate studies and identify priorities. Gather, analyze, track and monitor data. Prepare regular and special reports pertaining to the work of the department to enhance management decision-making activities. Coordinate/participate in revision and drafting of department policies and procedures.
2. Develop, review, revise, approve and implement section work plans, services, policies, procedures and reports. Serve as a member of the department's management team and assist in setting performance standards. Evaluate performance and program effectiveness and take action for improvement as necessary.
3. Develop and manage large, complex projects and programs. Administer department programs and coordinate special projects, programs and special events. Serve as a resource or project manager for the development, implementation and administration of department procedures and processes. Identify sources for grants; develop and manage grant proposals.
4. Serve as project lead for preparing the department's budget. Assist management staff with section budgets and department performance measures. Prepare, recommend and monitor budget for section. Provide explanation for variances.
5. May supervise assigned staff to ensure city goals and objectives are met. Schedule, assign and review work. Make hiring decisions. Provide opportunities for developmental training and performance coaching to employees. Conduct performance evaluations. Respond to employee grievances and oversee disciplinary processes according to the collective bargaining agreement and city policy.
6. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met. Maintain confidentiality of information as appropriate.

7. Assist Department Head and senior management in collective bargaining by conducting research, helping to evaluate proposals, and cost analysis.
8. Research, develop and write department communication tools, which may include department newsletter, annual report, departmental policies, and City Council agenda items; conduct research, analyze findings and present recommendations. Format, edit and proofread materials prior to distribution.
9. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing city's vision and goals. Create an environment in which employees are focused on producing excellent quality results.
10. Produce an acceptable quantity and quality of work that is completed within established timelines.
11. Provide direction and set standards for excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
12. Represent the department and/or city to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the city and its citizens in all matters.
13. Provide employees with basic job training and safety instruction. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
14. Participate in the City Emergency Management program including classes, training sessions and emergency events.
15. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
16. Follow standards as outlined in the Employee Handbook.
17. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

### **Other Functions**

1. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary.
2. Perform related duties of a similar scope and nature.

### **Knowledge Required**

- ◆ Working knowledge of practices and principles of municipal government.

- ◆ Working knowledge of the laws and regulations governing municipal government programs, policies, processes and procedures.
- ◆ Working knowledge of principles of public/business administration practices and decision-making.
- ◆ Working knowledge of strategic planning methods with an emphasis on services related to municipal government programs.
- ◆ Working knowledge of municipal budget procedures.
- ◆ Working knowledge of public purchasing and contracting laws and regulations.
- ◆ Some knowledge of human resources management practices.
- ◆ Working knowledge of basic mathematical and statistical principles.

### **Skills/Abilities Required**

- ◆ Ability to develop, compose, format, edit and proofread internal and external communication materials.
- ◆ Skill in conducting research and analyzing data.
- ◆ Ability to develop performance measures.
- ◆ Skill in policy/program development and implementation.
- ◆ Ability to successfully manage the section operations and budget.
- ◆ Skill to organize and coordinate department activities including budget preparation.
- ◆ Ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Ability to effectively manage multiple programs and a staff including hiring, training, coaching, disciplinary action, performance management and termination.
- ◆ Ability to demonstrate effective leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Ability to build consensus.
- ◆ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to coach employees on excellent internal and external customer service skills.
- ◆ Ability to communicate effectively both verbally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to make presentations and develop reports that may include technical information.
- ◆ Ability to use word processing and spreadsheet programs and other software applications as required for position.

### **Minimum Qualifications Required for Entry**

Bachelor's degree in business/public administration or related field and 2 years of experience in a management position including budgeting, communications development and program development with 1 year in a supervisory or lead role or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

### **Licensing/Special Requirements**

Positions in this classification are required to possess a valid driver's license and the ability to meet the city's driving standards.

**Working Conditions**

Daily focus on a computer screen; daily use of a keyboard or similar device; occasional dealing with distraught or difficult individuals; occasional attendance at meetings or activities outside of normal working hours; weekly operation of a motor vehicle on public roads.

**Classification History**

Created: 10/01  
Revised: 11/07, 01/09, 02/16

Status: M2  
FLSA: Exempt

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Department Head Signature

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Human Resources Signature

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Date

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