



June 2019
FLSA: Exempt

SENIOR MANAGEMENT ANALYST

DEFINITION

Under general direction, plans, oversees, and provides administrative, budgetary, grant, and work-flow support to an assigned department or on a town-wide level; analyzes departmental practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; conducts needs analysis, feasibility studies, and program evaluation for assigned projects and programs; develops, summarizes, and maintains administrative and fiscal records; fosters cooperative working relationships among Town departments and acts as liaison with various community, public, and regulatory agencies; provides highly responsible and complex administrative support to the Town Manager and the Town Council; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Town Manager. May exercise direct and general supervision over assigned professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is the advanced level class in the management analyst series. Incumbents plan, develop, and implement policies and procedures for town-wide initiatives, including management analysis, and program evaluation. Incumbents facilitate and support the work of town management staff by organizing and overseeing day-to-day administrative support activities and by providing a professional-level resource for organizational, managerial, and operational analyses and studies. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility, and may involve frequent contact with the public. This class is distinguished from the Management Analyst in that it is responsible for the most complex analytical and programmatic functions within the assigned department and policies and initiatives impacting the strategy and direction of the Town.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Develops goals, objectives, policies, procedures, work standards, and administrative control systems.
- Oversees, coordinates, and administers programs and projects; plans, organizes, oversees, and directs all aspects of assigned programs, including legal and regulatory compliance to avoid substantial fines; coordinates with private businesses and governmental agencies regarding the program as needed.
- Develops and implements new or revised programs, systems, procedures, and methods of operation; compiles and analyzes data, and makes recommendations regarding staffing, equipment, and facility needs.
- Develops and administers program budgets, including cost containment and grant funds disbursement.
- Leads in the development and implementation of key departmental and Town projects related to the goals and functions of the department.
- Conducts a variety of analytical and operational studies regarding departmental and program activities; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.

- Plans, designs, develops, organizes, and oversees complex programs; manages program budgets; acts as the liaison between the Town and outside agencies and vendors; oversees committees formed for these programs; receives, reviews, and organizes program applications; ensures that awards stay within funding limits; presents committees' recommendations to the Town Council.
- Conducts surveys and performs research and statistical analyses on administrative, fiscal, personnel, and operational problems or issues; monitors legislation and analyzes proposed legislation.
- Serves as a liaison with employees, public, and private organizations, community groups, and other organizations; provides information and assistance to the public regarding the assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Participates in the formulation, strategic development, implementation, and evaluation of the Town's communications, marketing, and community relations programs, projects, and activities by selecting, preparing, responding, and distributing publicity releases through all available media; arranges information news releases; performs other related duties in the distribution of information.
- Plans and oversees development of town-wide marketing materials, publications, and other outreach materials, including newsletters, general interest materials, banners, website content, and brochures.
- Participates in the development and management of the Town's image, including review of materials developed by other departments for public distribution and marketing programs, projects, and issues of importance to the City.
- Coordinates community and special events and workshops, including developing presentations and handouts and coordinating work with other agencies on joint projects.
- Develops, researches, writes, and edits City publications; discusses layout and design issues with graphic designer; proofs or edits drafts; oversees printing and distribution.
- Drafts letters and speeches for the Town Council and Manager.
- Participates in the development and reporting of alternate funding sources and ensures that Town, state, federal, and funding agency, Town accounting and reporting requirements, and applicable laws, regulations, and professional accounting practices are met.
- Participates in the selecting, training, motivating, and evaluating assigned staff; provides or coordinates staff training; works with employees to correct deficiencies.
- Directs the work activities of assigned clerical and technical personnel; prioritizes and coordinates work assignments; reviews work for accuracy; recommends improvements in workflow, procedures, and use of equipment and forms.
- Prepares and submits agenda reports and various other commission, committee, and staff reports, resolutions, ordinances, and correspondence regarding assigned activities.
- Prepares requests for proposals and bids and administers consultant contracts.
- Maintains accurate records and files; develops storage of records and retention schedules.
- Assists with and coordinates and organizes special events; represents Town to residents to explaining Town policies; provides outreach and public education programs to the community.
- Plans, organizes, and oversees special projects that require coordination with and direction of contract consultants.
- Participates on a variety of interdisciplinary committees and commissions and represents the Town to a variety of community and stakeholder groups.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Project and/or program management, analytical processes, and report preparation techniques; municipal programs such as, but not limited to, purchasing, personnel, risk management, finance, budgeting, and other related governmental programs.

- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Principles, practices, and techniques used in the conduct of an effective public affairs program, including public relations, marketing and advertising, strategic communications, and community relations.
- Principles, practices, and procedures related to media relations, reporting, and news writing.
- Recent and on-going developments, current literature, and sources of information related to public relations.
- Principles, practices, and procedures of funding sources and grant funds disbursement.
- Basic principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Research and reporting methods, techniques, and procedures.
- Applicable Federal, State, and local laws, codes, and regulations.
- Principles and practices of public agency budget development and administration.
- Principles and practices of contract administration and evaluation.
- Record keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Coordinate and oversee programmatic administrative, budgeting, and fiscal reporting activities.
- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Train staff in work procedures.
- Conduct research on a wide variety of administrative topics including grant funding, contract feasibility, budget and staffing proposals, and operational alternatives.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, explain, and ensure compliance with Town policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the Town in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to a bachelor's degree in business or public administration, communications, or a related field, and five (5) years increasingly responsible professional administrative and analytical experience in municipal government, including experience in budget, strategic planning, policy analysis, and organizational development.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.