

CITY OF SANTA CLARA, CALIFORNIA
SENIOR MANAGEMENT ANALYST

(Unclassified)

(xxxx)

EDUCATION AND EXPERIENCE

- Graduation from an accredited college or university with a bachelor's degree in Public Administration, Business Administration or closely related field; and
- Three years of responsible professional journey-level experience in public administration which may include systems and procedures, budget, fiscal program and project coordination, or human resources programs.

Desirable Qualifications

- A Master's degree in Public or Business Administration or closely related field is desirable.

LICENSE

Possession of an appropriate, valid California Class C driver's license is required at time of appointment and for duration of employment.

DISTINGUISHING CHARACTERISTICS

This is the advanced level professional Analyst position in the unclassified service responsible for performing the most complex administrative assignments in support of management, and for supervising/leading the work of professional staff. Incumbents regularly work on tasks that are varied and complex, requiring considerable discretion and independent judgment. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This classification is distinguished from the lower level class of Management Analyst in that the lower level class performs journey level work and is not responsible for supervising or leading the work of other professional staff.

As a member of the City's unclassified service, this is an "at-will" position. The incumbent serves at the discretion of the City Manager. An incumbent in this classification: demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills; sets a good example; and correctly applies the tenets of the City's Code of Ethics and Values.

TYPICAL DUTIES

Specific job duties of this position may vary depending on the departmental location of the position. Duties may include, but are not limited to, the following:

SENIOR MANAGEMENT ANALYST (continued)

- Manage professional, technical, clerical, and other lower level staff to include, prioritizing and assigning work; conduct performance evaluations; provide training; and making hiring, termination, and disciplinary recommendations. Evaluates training needs and workload balance for staff and prepares plan for implementation.
- Prepare and monitor the department or division budget; prepare revenue estimates and forecast; prepare and monitor operating and capital budgets, grants, contracts and other financial transactions;
- Analyze organization structures, functions, procedures, and practices; provide analyses and recommendations of various kinds and levels of services provided by City government and other budgeted resources; recommend process improvements.
- Review and analyze policies and procedures to determine efficiency and effectiveness, both financially and operationally;
- Conduct statistical analyses and apply information technology applications, spreadsheets and databases, to analyze and evaluate data;
- Propose reasonable conclusions, effective solutions and potential options;
- Write complete, concise reports designed to effect improvements and/or implement solutions;
- Present report contents and provides constructive feedback to departments, organizations, functions impacted by the report;
- Assist in the development and implementation of new and/or revised programs, systems, policies, and procedures
- Create and manage project timelines; work with staff, other departments, and/or vendors/outside consultants to meet deadlines and achieve project goals;
- Manage department or City-wide programs and projects with general direction;
- Investigate, research and respond to assigned complaints, issues or concerns raised by the public or employees, and propose responses and/or resolutions for review and acceptance by City Manager or senior management;
- Perform monitoring, review and analysis of procedures, plans, contracts, processes, guidelines, and instructions to ensure compliance with departmental policies and Federal, State, and City regulations;
- Analyze and report on the effects of recent legislation and case law on assigned areas of responsibility;
- Effectively explain and clarify departmental and City policies, procedures, and programs to City staff, elected officials, other agencies, businesses, and the general public as required;
- Serve as staff liaison, as assigned, to City Commissions and/or committees;
- Represent the City and the department in interdepartmental, interagency, community, and/or professional organization projects, meetings, and events;
- Maintain, as directed, relations with governmental jurisdictions, organizations, associations and other external groups, making personal appearances as necessary;
- Perform other work as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Area of assignment;

SENIOR MANAGEMENT ANALYST (continued)

- Major principles, practices, methods and techniques of administration relating to at least one of the following: general management, budgeting, human resources, or financial;
- Principles and techniques of narrative report writing;
- Analysis of statistical data;
- Principles and practices of supervision;
- Organization and function of city government;
- Principles of contract administration
- Principles of project and program management;
- Workload planning; and
- Environmental and office safety practices, procedures and standards, e.g. OSHA, Federal, State and local rules and regulations.

Ability to:

- Organize, analyze and evaluate tangible and intangible complex data soundly and impersonally;
- Make recommendations on difficult issues;
- Conduct independent, original research based on sound analysis and leading to appropriate recommendations to resolve specific issues, complaints or problems involving individuals or organizational units;
- Present statistical and narrative reports or correspondence including recommendations clearly, concisely, logically, accurately and convincingly in oral and written form;
- Speak effectively before groups;
- Establish and maintain tactful and constructive relationships by collaborating with City employees including elected and senior officials and managers, the general public, and other governmental representatives;
- Work effectively and coordinate multiple projects and complex tasks simultaneously in time-sensitive situations and meet deadlines;
- Plan, prioritize, and manage work for staff assisting with assigned programs or projects;
- Administer major programs;
- Negotiate and administer contracts;
- Establish and maintain accurate and compliant records;
- Understand, interpret, and apply rules, standards, or procedures and persuade others to accept or adopt recommendations;
- Formulate reasonable and effective conclusions;
- Conduct thorough investigations, determine methodologies and obtain basic data necessary to evaluate solutions to complex problems and issues with multiple variables;
- Train, supervise, and evaluate assigned staff and their work; and
- Walk or stand for extended periods of time and bend, stoop, crawl, climb, and lift as necessary to perform assigned duties.

SUPERVISION RECEIVED

SENIOR MANAGEMENT ANALYST (continued)

Works under the supervision of the City Manager, Assistant City Manager, department head or assigned manager.

SUPERVISION EXERCISED

Supervises professional, technical, clerical and other staff as assigned.

OTHER REQUIREMENTS

- Must be able to perform all of the essential functions of the job assignment.

CONFLICT OF INTEREST

- Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager Directive 100.