

ADMINISTRATIVE ANALYST I

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under direction, performs a variety of para-professional and general professional, routine analytical, programmatic, and administrative duties in support of various administrative and programmatic operations and activities and in providing responsible staff support to a City department, office, and/or program area; coordinates assigned activities with other divisions, outside agencies, and the general public; and may supervise, train, and oversee the work of assigned administrative support staff.

DISTINGUISHING CHARACTERISTICS

The Administrative Analyst I is typically utilized as an entry level classification into the Administrative Analyst II classification or as a position providing advanced journey level para-professional administrative support within a department with responsibility for planning, coordinating, and implementing office support functions for an assigned department.

When utilized as the entry level into the Administrative Analyst II, this classification enables positions to acquire the competencies to perform at the full journey level. Initially under closer supervision, incumbents at this level perform the more routine administrative and programmatic support and analytical duties while learning City policies, procedures, and specific techniques related to area of assignment and management analysis. As experience is gained, assignments become more diversified and incumbents work with greater independence. Job assignments are in specific departments and/or programs, where incumbents are expected to assist the department head, senior management staff, and/or higher-level analysts with program, operational, and administrative functions.

When utilized as a position providing advanced journey level para-professional administrative support, the classification is often utilized for positions that function as an office manager with responsibility for planning, coordinating, and implementing office support functions for an assigned department. In this capacity, positions in this class contribute to the overall management of the assigned department by participating in the development of policies and procedures, coordinating with internal and external parties to improve delivery of service, providing guidance on all facets of customer communications, and participating in the development, monitoring, and administration of budgets.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform a variety of programmatic, administrative, and routine staff and analytical duties requiring the application of administrative skills and specific program knowledge in support of a City department, division, program, or function; assume responsibility for specific program area duties; provide assistance in administrative and operating programs as assigned.
2. Conduct research; prepare, revise, and implement various administrative policies, procedures, rules, and regulations in accordance with sound organizational practices; develop and revise office forms and report formats.

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3. Conduct administrative and/or management studies relating to the activities and operation of the assigned department, office, or program area; conduct the more routine surveys, research, and statistical analysis on administrative, fiscal, and operational issues; collect, compile, and analyze information from various sources on a variety of specialized topics related to programs administered by the position or by management staff; write reports that present and interpret data, identify alternatives, and make and justify recommendations.
4. Provide staff assistance to management staff; participate on and provide staff support to a variety of committees and boards; prepare and present staff reports and other correspondence as appropriate and necessary; relieve management staff of administrative work including investigating and answering complaints and providing assistance in resolving operational and administrative problems.
5. Participate in planning, coordinating, implementing, promoting, and overseeing assigned programs, projects, and initiatives; participate in the development and implementation of program goals, objectives, policies, procedures, and priorities; participate in the development and implementation of strategies for the achievement of these goals.
6. Participate in the identification, planning, development, and implementation of new and/or modified programs that would promote and enhance the mission, goals, and objectives of the City; perform the necessary research and analysis to justify the appropriateness of implementing the proposed program/project; prepare presentation materials and background documentation; participate in monitoring project success using appropriate tracking and feedback systems.
7. Assist in researching, negotiating, and monitoring assigned contracts and agreements with outside suppliers, service providers, leasing agents, and others; ensure work is performed in compliance with contracts and agreements.
8. Independently plan, administer, and coordinate administrative support functions and services for assigned department.
9. Plan, direct, coordinate, and review assigned activities and operations of the department including assigned administrative support, technical, and/or programmatic service areas; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems; recommend improvements in work flow, procedures, and use of equipment and forms; implement improvements as approved.
10. Participate in the selection, training, and evaluation of assigned administrative support personnel; provide or coordinate staff training; work with employees to correct deficiencies; recommend discipline and termination procedures.
11. Serve as primary contact and liaison for assigned functions and programs with other City departments and staff, the general public, and outside agencies and organizations; negotiate and resolve sensitive and controversial issues; explain, justify, and defend programs, policies, and activities.
12. Coordinate assigned services and program/project activities with those of other City programs, functions, departments, and staff, boards, committees, and task forces as well as external agencies, groups, and the general public to ensure effective cooperation consistent with optimal efficiency, effectiveness, and economy; coordinate data, resources, and work products as necessary and upon request in support of a productive and positive working environment; participate in representing the assigned area to public and private groups, organizations, and other City groups.

13. Assist with the budget development process and budget monitoring activities; provide assistance in the development of assigned budget; collect and analyze financial data; review and analyze budget requests and budget changes; make recommendations and obtain final approval for changes; create data tracking and reporting systems; monitor monthly status.
14. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Organization and operation of municipal government.
- Municipal government functions specifically related to program area/project assignments.
- Operational characteristics, services, and activities of assigned program.
- Work organization and office management principles and practices.
- Basic techniques and formulae for administrative, financial, and comparative analyses.
- Methods and techniques of effective technical, administrative, and financial record keeping, report preparation, and presentation.
- Principles and applications of critical thinking and analysis.
- Recent developments, research methods, current literature, and sources of information related to assigned programs and service areas.
- Basic principles and practices of public administration.
- Finance and accounting systems.
- Basic principles and practices of program development and administration.
- Basic principles and practices of budget preparation and administration and grant application and administration principles and practices.
- Principles of business letter writing.
- Federal, state, and local government organizations.
- Basic principles of supervision, training, and performance evaluation may be required for some positions.
- Modern office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
- Methods and techniques used in customer service and public relations.
- English usage, spelling, grammar, and punctuation.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Perform assigned duties using independent judgment and personal initiative.
- Oversee, direct, coordinate, and participate in the management of a comprehensive administrative support division or other assigned program area.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply administrative and departmental policies and procedures as well as pertinent laws, regulations, and ordinances.
- Select, train, and evaluate assigned staff may be required for some positions.
- Participate in the development and administration of program goals, objectives and procedures.
- Supervise, organize and review the work of lower level staff may be required for some positions.
- Participate in the preparation and administration of assigned budgets.
- Conduct basic to moderately complex research and compile, analyze, and interpret data.

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- Prepare clear, accurate and concise tables, schedules, summaries and other materials in statistical and narrative form.
- Develop skill to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Plan, coordinate and conduct operational analyses, administrative studies, and special projects.
- Respond to requests and inquiries from the general public.
- Establish and maintain various data collection, record keeping, tracking, filing, and reporting systems.
- Manage multiple projects simultaneously.
- Plan and organize work to meet schedules and time lines.
- Operate and use modern office equipment including a computer and various software packages.
- Participate in planning, organizing, directing, coordinating, and evaluating assigned programs, projects, events, or technical area.
- Properly interpret and make recommendations in accordance with laws, regulations and policies.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Education/Training:

A Bachelor's degree in business administration, public administration, or a related field.

Experience:

Two years of responsible administrative and/or programmatic support experience related to assigned area. One year of research or analytical experience, preferably in public administration, is desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting; regular interaction with City employees and the general public.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

FLSA: Non-Exempt

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This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.