



June 2023  
FLSA: Exempt

## SENIOR MANAGEMENT ANALYST

### **DEFINITION**

Under general direction, provides high-level analytical and strategic support within an assigned department; executes departmental and City-wide goals and objectives; designs, develops, and implements department and/or city-wide programs; performs a variety of complex professional analytical work in support of department operations, programs, and projects including budget development, contract administration, project management, and/or program analysis; researches and analyzes operations, processes, and procedures and makes recommendations for improvements; provides highly responsible and complex staff assistance to executive management; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned management personnel. May exercise supervision over staff.

### **CLASS CHARACTERISTICS**

This is the advanced journey-level classification in the management analyst series responsible for performing the most difficult and responsible assignments, projects, analyses, and programs assigned requiring advanced knowledge of the concepts, practices, procedures, and policies of assigned department/programs. Assignments at this level have significant impact on City and/or department programs and operations. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, and/or effectiveness in meeting requirements and expected results. This class is distinguished from the Principal Management Analyst in that the latter provides analytical support to the City Manager such as participating in priority-setting and long-range planning of citywide goals and objectives and developing city-wide administrative policies and procedures.

### **EXAMPLES OF TYPICAL JOB 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.*

- Plans, designs, develops, and implements department and/or city-wide programs, projects, and studies; develops objectives, methodologies, budget, timeline, and quality assurance/quality control plans.
- Assists in the development of goals, objectives, policies, and procedures for assigned services and programs.
- Evaluates and monitors service delivery and communicates findings to management; implements changes to improve efficiency and service quality; maximizes effectiveness of program and operations and ensures alignment with the department and City goals and objectives.
- Compiles and analyzes data and writes reports of findings on program and department evaluations; prepares reports for submission to City management, City Council, and/or external agencies on metrics and outcomes; takes action on evaluation outcomes as approved by management.
- Develops and administers department, programmatic, and/or project budgets; prepares preliminary budget estimates by forecasting revenues and operating expenditures; monitors revenues and expenditures; identifies, recommends, and makes budget adjustments; prepares budget reports,

- analyses, and documents; reviews departmental budget submittals for completeness, accuracy, the appropriate use and allocation of funds, and adherence to City policies.
- Manages and provides technical support in all phases of assigned projects including planning, design, implementation, and close-out.
  - Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work; evaluates proposals and recommends award; negotiates and administers contracts; ensures all contractual obligations are met.
  - Develops, negotiates, and administers franchise service agreements.
  - Conducts a variety of analytical and operational studies regarding departmental activities; evaluates alternatives and makes recommendations; participates in the development and measurement of industry benchmarks and best practices; discusses, consults with, and advises management on recommendations; implements policy, procedural, administrative, and/or operational changes after approval; reviews and evaluates implemented changes.
  - Researches, collects, compiles, and analyzes information from various sources related to financial, budgetary, department operations/programs, and/or administrative issues or questions.
  - Researches and tracks legislation; analyzes resulting data to inform management of new and proposed legislative impacts and proposed courses of action.
  - Independently writes content for administrative, management, operational, staff, legal, regulatory, and financial reports; develops formats to facilitate clear understanding and interpretation of information and materials to be presented.
  - Serves as a liaison to employees, public, and private organizations, community groups, and other organizations; provides information and assistance regarding the assigned programs and services; analyzes, interprets, and explains departmental and programmatic policies and procedures to various stakeholders; receives, responds, and recommends corrective actions to problems, complaints, and questions.
  - Prepares and submits City Council agenda reports and various other commission, committee, and staff reports, resolutions, ordinances, and correspondence regarding assigned activities.
  - Coordinates activities with those of other departments, depending upon the nature of the assigned area of responsibility.
  - Provides leadership and guidance to others on programs and/or projects; as a program and/or project leader, may direct, assign, train, monitor, and review the work activities of team members; determines work priorities; oversees quality and quantity of work performed and ensures adherence to established procedures by instructing employees accordingly; is a resource to employees by possessing specialized skills; and develops and implements work improvements.
  - Serves and represents the department on interdepartmental and/or the City on external committees, boards, and/or working groups.
  - Prepares and presents reports to department management, the City Manager, City Council, other commissions, committees, and boards, external agencies, and/or the public.
  - Attends meetings, conferences, workshops, and training sessions; stays abreast of new trends and innovations in assigned areas of responsibility; researches emerging products and enhancements and their applicability to department and/or City needs.
  - Observes and complies with City and mandated health and safety rules, regulations, and protocols.
  - Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned areas of responsibility.
- Principles and practices of program and/or project management including planning, development, implementation, monitoring, and evaluation.

- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of business and public administration as applied to assigned department.
- Administrative principles, practices, and methods including goal setting, policy and procedure development, quality control, and work standards.
- Principles and practices of budget development and administration and contract administration.
- Advanced principles and techniques of conducting analytical studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports.
- Recent and on-going developments, current literature, legislative trends, and sources of information related to assigned areas of responsibility.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Research, quantitative and qualitative analyses, mathematical and statistical calculations, and reporting methods, techniques, and procedures.
- Principles and practices of filing systems and record keeping.
- Techniques for effectively representing the department in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City 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:**

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Effectively plan, design, develop, and administer assigned programs and department operations and activities in an independent and cooperative manner.
- Coordinate and oversee operational, compliance, budgeting, and fiscal reporting activities.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Perform increasingly responsible and difficult administrative analytical work involving the use of independent judgment and personal initiative.
- Conduct research, analyze, and implement various administrative/programmatic activities such as budget development and reporting, grants and/or contract administration, regulatory compliance, legislative analysis, and/or program analysis.
- Plan and conduct effective management, administrative, and operational studies.
- Perform quantitative and qualitative analyses, interpret, draw conclusions, and summarize and present information and data in an effective manner.
- Prepare and present clear, concise, and complete reports and other written material.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Make accurate mathematical and complex statistical computations.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Effectively represent the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- 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 from an accredited college or university with major coursework in public or business administration, accounting, finance, economics, or a related field and three years as a Management Analyst with the City of Foster City or equivalent or five (5) years of increasingly responsible professional experience in administrative work involving finance, budgets, contracts, or other related functions.

**Licenses and Certifications:**

- Possession of, or the ability to obtain, a valid Class C California driver's license upon appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL CONDITIONS**

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.