

CITY OF TUALATIN

Classification Description

Job Title: Management Analyst
Department: Various
Reports To: Department Director
FLSA Status: Non Exempt

SUMMARY: Performs highly responsible work in the development and analysis of statistical information relating to organizational and staffing structures and issues. Analyzes business or operating procedures to devise most efficient and effective methods of accomplishing work by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Performs development and analysis of statistical information relating to activities such as organizational change, communications, information flow, integrated service methods, inventory control, or cost analysis.

Researches information on problems/procedures including service levels and operating procedures.

Maintains statistics, provides graphs and charts of trends.

Analyzes data gathered and considers available solutions or alternate methods of proceeding.

Organizes and documents findings of studies and prepares recommendations for implementation of new systems, procedures or organizational changes.

Develops and maintains functional or operational manuals outlining established methods of performing work in accordance with organizational policy.

Installs new systems and trains personnel in application.

Confers, either in person, by telephone or computer, with personnel concerned to assure smooth functioning of newly implemented systems or procedures.

Conducts operational effectiveness reviews to ensure functional or project systems are applied and functioning as designed.

Assists department manager with budget preparation by monitoring department expenditures and developing cost and expenditure projections.

Represents the department at meetings with other departments, agencies, City Council and general public.

Drives to city facilities, vendors, training programs, and meetings as necessary.

SUPERVISORY RESPONSIBILITIES: This position has no supervisory responsibilities. May provide direction for personnel assigned to projects. Employee is expected to perform work independently, receiving only general supervisory direction.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Change Management - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Cost Consciousness - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE: Bachelor's degree from an accredited college or university in business administration, public administration or related field and two years related experience and/or training in organizational management and operation which includes progressively responsible experience in database management and software application; or equivalent combination of education and experience. Knowledge of: principles, practices and methods of organizational management; computerized statistical and sampling theory; research, evaluation and planning methods and techniques; statistical analysis.

SKILLS & ABILITY: Skill in: operating a variety of computer hardware and software applications; working with mathematical concepts such as descriptive and predictive statistics; applying concepts such as fractions, percentages, ratios, and proportions to practical situations.

Ability to: solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; interpret a variety of instructions furnished in written, oral, diagram, or schedule form; read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; write reports, business correspondence, and procedure manuals; effectively present information and respond to questions from staff, public officials and the public.

CERTIFICATES, LICENSES, REGISTRATIONS: Possession of, or ability to obtain possession of, a valid Oregon driver's license.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here 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 functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

The duties of this job are performed indoors in a fast paced office setting which is subject to frequent interruptions and short deadlines. Working with computers and printers exposes the employee to a moderate noise level, with background sounds ranging from a mild to moderate noise level.