

CITRUS HEIGHTS WATER DISTRICT

MANAGEMENT ANALYST

DEFINITION

To perform professional, administrative and technical duties in the development, administration and implementation of District programs; and to provide professional level support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the Management Services series. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from the Senior Management Analyst in that the latter performs more difficult and complex duties of the unit and may provide technical and functional supervision over assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor; and may receive technical and functional supervision from a Senior and/or Principal Management Analyst.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide responsible professional and technical assistance in the development, administration and implementation of District programs; assist in formulating program policy, goals and procedures; collect and compile relevant data supporting recommendations.

Assist in the development of new program elements and program modifications as necessary to meet goals and objectives; monitor and coordinate the daily operation of assigned program areas; and perform analytical work and maintain appropriate records and statistics.

Provide highly responsible analytical staff assistance including conducting specific and comprehensive analyses of a wide range of District policies involving organization, procedures, finance and services.

Respond to complaints and requests for information from the public and District staff; research requested information and determine appropriate resolutions; and manage, direct and coordinate special projects, tasks and programs as assigned.

Assist in the preparation of the budget; make budget recommendations relative to assigned program areas of responsibility; coordinate and compile budget recommendations prepared by other staff; research past expenditures; project future expenditures.

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Provides work in assigned areas of responsibility which can include, but not be limited to, administration, finance, customer service, operations, engineering, or other assigned functional areas of the District.

Provide General Manager or designated staff with support for functions related to state and federal legislative advocacy regional issues including surveys, studies, coordination and related functions.

Maintain a physical presence in the office which is necessary to perform essential tasks.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

Perform filing and record keeping.

When assigned to Operations:

Research, evaluate, and prepare statistical and/or operational reports, studies, surveys and analyses; analyze and make recommendations in the development and administration of assigned program area.

Research and analyze pending legislation and identify impact to department programs and activities.

Investigate, analyze, develop and prepare special studies or projects and corresponding documentation and technical reports; make recommendations.

Research, compile and prepare reports and documentation on program activities; analyze program and develop corrective action, maintain records of findings and corrective actions; prepare periodic status reports.

Evaluate operations and activities of assigned programmatic responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of public administration.

Methods and techniques of statistical and fiscal analysis and report writing.

Principles and practices of advanced business office management and administration.

Techniques and principles of effective interpersonal communication.

Methods and techniques of project management.

Pertinent local, state and federal laws, codes, and ordinances; District functions, policies, rules and regulations.

Principles and practices of customer service.

Principles, methods and practices of work safety.

Ability to:

Organize, plan, schedule and implement operations; conduct analytical and administrative projects related to area of assignment.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.

Maintain confidentiality as necessary.

Interpret and apply administrative and departmental policies, laws and rules.

Perform a wide variety of analytical duties with little or minimal supervision; analyze situations accurately and develop effective courses of action.

Effectively administer assigned programmatic responsibilities; prepare complex reports; prepare and administer a program budget; evaluate and develop procedures and policies.

Exercise initiative and independent, astute judgment in sensitive situations; interview, investigate, problem solve and negotiate.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Maintain confidentiality as necessary.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both verbally and in writing.

Experience and Training

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

Experience:

Two years of professional level public administration experience or equivalent experience in the private sector may be substituted for public administration experience.

Experience with capital improvement projects, infrastructure planning, or water system operations is preferred when assigned to Engineering Department.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in public administration, business administration, engineering, or a related field.

License and Certificate

Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Possession and proof of a good driving record free from multiple or serious traffic violations or accidents for at least two (2) years duration is required. The driving record shall not contribute to an increase in the District's automobile insurance rates.

When Assigned to Operations:

Possession of, or ability to obtain, a Level 1 Conservation Practitioner certificate from the American Water Works Association within one year of hire date may be required. Failure to maintain such required certification may be cause for disciplinary action.

FLSA: Non-Exempt