



May 2007  
FLSA: EXEMPT

## ADMINISTRATIVE ANALYST I/II

### DEFINITION

Under direct or general direction, provides administrative, program, budgetary, and work-flow support to an assigned department and/or division; analyzes departmental practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; develops, summarizes, and maintains administrative and fiscal records; directs, oversees, and manages programs, special projects, and studies and performs related administrative support functions; fosters cooperative working relationships among Town departments and acts as liaison with various community, public, and regulatory agencies; and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives direct or general direction from assigned management staff. No direct supervision is exercised. Exercises technical and functional direction over and provides training to professional or technical staff and/or consultants on a project basis.

### CLASS CHARACTERISTICS

Administrative Analyst I: This is the entry-level class in the professional administrative support series. Initially under close direction, incumbents learn to and develop and implement policies and procedures for a variety of programmatic functions, such as contract administration, management analysis, and program evaluation. Incumbents facilitate and support the work of departmental management staff by conducting day-to-day administrative support activities and by providing a professional-level resource for organizational, managerial, and operational analyses and studies. As knowledge and experience are gained, the work becomes broader in scope and assignments are more varied and are performed under more general direction. This class is alternately staffed with the Administrative Analyst II and incumbents may advance to the higher-level class after gaining the knowledge, skills and experience that meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

Administrative Analyst II: This is the journey-level class in the professional administrative support series. Responsibilities include developing and implementing policies and procedures for the following programmatic functions: budget development, financial administration and reporting, expenditure monitoring, grant funds disbursement, purchasing, contract administration, management analysis, and program evaluation. Incumbents provide a professional-level resource for organizational, managerial, and operational analyses and studies. Supervision of staff or consultants may be required on a project basis. This class is distinguished from other administrative support classifications by its complexity and scope of the responsibilities, including the oversight of programmatic functions in addition to administrative responsibilities.

**EXAMPLES OF ESSENTIAL 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.*

- Assists in developing goals, objectives, policies, procedures, work standards and administrative control systems.
- Coordinates, oversees, and performs professional-level administrative work in such areas as budget development, risk management, cost containment, grants, purchasing, contract administration, management analysis, public information, and program evaluation.
- Leads in the development and implementation of key departmental and Town projects related to the goals and functions of the assigned department.
- Collects, compiles, and analyzes information from various sources on a variety of specialized topics related to programs administered by the position or by management staff, including complex financial, budget, or administrative issues or questions; prepares comprehensive technical records and reports to present and interpret data, identifies alternatives, and makes and justifies recommendations.
- Conducts surveys and performs research and statistical analyses on administrative, fiscal, personnel, and operational problems or issues; monitors legislation and analyzes proposed legislation.
- Serves as a liaison with employees, the public, and private organizations, community groups, and other organizations; provides information and assistance to the public regarding the assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Prepares and submits Town Manager and Town Council agenda reports and various other commission, committee, and staff reports, resolutions, ordinances, and correspondence regarding assigned activities.
- Confers with other management staff regarding provision of administrative and support services, including contracts, agreements, and grant reporting.
- Prepares or assists in the preparation of requests for proposals and bids and the selection of consultants and administers consultant contracts.
- Maintains accurate records and files; develops storage of records and retention schedules.
- Conducts a variety of analytical and operational studies regarding departmental and programmatic activities; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.
- Assists with and coordinates and organizes special events; issues special event permits; represents Town to residents to explaining Town policies, conditions of approval for permits, including insurance and fees; provides outreach and public education programs to the community.
- Plans, organizes, and oversees special projects that require coordination with and direction of contract consultants.
- Participates on a variety of interdisciplinary committees and commissions and represents the Town to a variety of community and stakeholder groups.
- Communicates orally, in writing, or through graphic representations and statistical summaries with colleagues, managers, employees, the public, organized employee groups, and representatives of various organizations.
- May direct the work activities of assigned clerical and technical personnel; prioritize and coordinate work assignments; review work for accuracy; recommend improvements in workflow, procedures, and use of equipment and forms.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of municipal government management.
- Basic principles, practices, and procedures of budgeting, funding sources and grant funds disbursement.
- Project and/or program management, analytical processes, and report preparation techniques; municipal programs, such as purchasing, personnel, risk management, finance, budgeting, and other related governmental programs.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Basic principles and practices of public administration as applied to operational unit and program administration.
- Basic principles of personnel management, including supervision, work direction, and training, depending on assignment.
- Research and reporting methods, techniques, and procedures.
- Sources of information related to a broad range of municipal programs, services, and administration.
- Applicable Federal, State, and local laws, codes, and regulations.
- Public relations techniques.
- Techniques of contract administration.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for effectively representing the Town 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 to public and Town staff, in person and over the telephone.

### **Ability to:**

- Coordinate and oversee departmental and programmatic administrative, budgeting and fiscal reporting activities.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Interpret, apply, and explain complex Federal, State, and local laws, codes, regulations, and departmental policies and procedures.
- Conduct research on a wide variety of administrative topics, including contract feasibility, budget and staffing proposals, and operational alternatives.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Organize, direct, and coordinate the work of assigned professional, administrative, and clerical staff, depending on assignment.
- Direct the work of contract consultants on a project basis.
- Understand the organization and operation of the assigned department and of outside agencies as necessary to assume assigned responsibilities.

- Prepare clear and effective financial, statistical, narrative, informational, and educational reports, correspondence, policies, procedures, and other written material.
- Make accurate arithmetic, financial, and statistical computations.
- Effectively conduct meetings and make presentations to various groups.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- 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.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Administrative Analyst I/II: Equivalent to graduation from a four-year college or university with major coursework in business or public administration, accounting, economics, or a related field.

Administrative Analyst I: Three (3) years of budgetary, programmatic, special projects, and related administrative support experience. Additional experience as outlined above may be substituted for the required education on a year-for-year basis up to a maximum of two years.

Administrative Analyst II: In addition to the above, two (2) years of professional-level budgetary, programmatic, special projects, and related administrative support experience.

**License:**

- Valid California class C driver's license with a satisfactory driving record and automobile insurance.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups 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, typewriter 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 necessary to perform job functions.

**ENVIRONMENTAL ELEMENTS**

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