



CLASSIFICATION TITLE: Management Analyst	JOB NUMBER: 7238	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Assistant City Manager	PAY GRADE: 20	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs skilled technical work across City departments to research and make recommendations on internal and external policies and procedures and related work as apparent or assigned. Assignments require the use of discretion and care in the handling of confidential and sensitive information used to support management decisions, critical thinking in the identification and analysis of relevant data, effective problem solving in the development of policy recommendations, and professionalism, tact, and diplomacy in interacting with staff, leadership, and community stakeholders in the planning and coordination of work efforts. Work is performed under the limited supervision of the Assistant City Manager (supervisor).

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Conducts research on policy issues by identifying and reviewing relevant data and information from varied sources (e.g., public administration literature, peer cities benchmarking, etc.) to aid City leadership in decision-making.
- Analyzes complex data in a clear and rational process to assess and understand issues, evaluate options, form accurate conclusions, and make recommendations to improve effectiveness based on interpretation of patterns and trends; forecasts trends based on computer analyses of current and historical data; proactively identifies and seeks solutions to problems

- Evaluate the efficiency and effectiveness of internal and external organizational activities; compare actual performance to established standards; monitor deviations and project probability of potential outcomes.
- Prepares comprehensive, thoroughly researched and well written analytical reports, including offering evidence-based recommendations on operating, business, and administrative procedures.
- Prepares charts, graphs, maps, and other visual materials to illustrate patterns, trends, and statistical findings; ensures that pertinent data and information is distributed, understood by, and communicated to end users.
- Presents research and recommendations to City staff and leadership in a clear, concise, and confident manner (including possible presentations at City Council meetings).
- Assists in developing and maintaining systems to evaluate and track productivity; researches and investigates new or improved business and management practices for application to programs and operations.
- Assists with City strategic planning process, including working with department directors and staff to develop strategic goals, objectives, and performance metrics.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable federal, state, and local laws, rules, codes, and regulations as related to assigned activities.
- Principles and practices of accounting, finance and statistics.
- Research methods, data collection, sampling techniques and statistical analysis.
- Modern office practices, methods, procedures, and equipment.
- Broad range of technology and software systems.
- Record-keeping principles, procedures, and techniques.
- Budget preparation and financial forecasting methods.
- Public speaking techniques.
- Interpersonal skills using tact, patience and courtesy.
- Project management methods, tools, and principles for managing, scheduling, developing, and coordinating projects, including monitoring costs, work, and performance.
- Business process methodology

Skills and abilities to:

- Collect, compile, and tabulate statistical data and provide informative reports and metrics.
- Analyze and use data to propose changes, improvements, and enhancements to current operations; develop, present, and advocate recommendations, policies, and procedures.
- Read, interpret, explain and apply technical plans, specifications and state laws and regulations related to assigned division activities.
- Analyze situations accurately and adopt an effective course of action.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet deadlines.
- Use of independent judgment and effective decision-making when problem-solving.
- Maintain records and reports related to work performed.
- Provide technical information, assistance and training.
- Communicate effectively both orally and in writing; comprehend and use English effectively, including producing all forms of communication in a clear, concise manner.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use of Microsoft Office Suite with intermediate-level proficiency.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain cooperative and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

- Valid driver's license.

EDUCATION AND EXPERIENCE

Bachelor's degree from an accredited four-year college or university and current enrollment in or recent graduation from a Master of Public Administration program or related field.

COMPETENCIES**Foundational**

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.

- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT






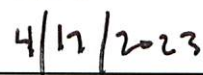
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work requires the occasional exertion of up to 10 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires sitting and occasionally requires standing and walking; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

 _____ Human Resources Director	 _____ Date
 _____ Department Head	 _____ Date
 _____ City Manager or Authorized Designee	 _____ Date