

MANAGEMENT ANALYST 1

KIND OF WORK

Professional organization and administrative analysis work.

NATURE AND PURPOSE

Under general supervision/procedural control, conducts continuing and special studies of departmental organization, methods and procedures to recommend solutions to clearly defined operating problems with limited scope and complexity in areas such as records and publications management; policy and procedures development/analyses; organization of office space; work and information flow; systems analysis/design; data processing; fiscal and budgetary analysis; cost/benefit analysis; review of legislation; and analysis of organizational structure; performs related work as required.

This level requires entry-level professional specialized skills to conduct and continually improve work processes with awareness of many immediate effects on customer satisfaction. Activities have specific objectives and content, but have substantially diversified procedures and historical examples.

The "Series-at-a-Glance" Chart distinguishes the Management Analyst 1 from the adjacent class of Management Analyst 2. When work activities (e.g., modify current procedures/policies) overlap several adjacent job classes within this series, the importance, autonomy, and frequency of these activities impact the final classification decision.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Analyzes operating divisions to make recommendations to improve/revise/modify organizational structure, work methods, systems and/or procedures by meeting individually with supervisory and/or operating personnel and conferring with computer systems personnel; by researching existing methods of accomplishing tasks; by gathering facts and making on-site observations; by using appropriate data collection techniques; and by designing surveys as approved by supervisor.

Writes reports on results of investigation and analyses to provide required information to supervisor by summarizing findings, identifying problem areas and recommending methods to improve operations.

Revises procedures and forms to increase effectiveness of existing systems by reviewing present manuals, literature and forms; by conducting forms analysis and comparative cost/benefit studies; by testing alternative approaches; and by designing and formulating for review revised procedures and/or forms.

Plans and assists in the installation of new methods and procedures so that anticipated benefits are realized with minimal disruption of operations by preparing bulletins or manual material needed for implementation; by providing instructions to operating personnel on new procedures/methods; and by performing follow-up reviews.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Organizational theory and management principles sufficient to design studies or surveys used to evaluate organizational structure, work methods, systems and procedures.

Office machines and equipment such as computers and other data processing equipment sufficient to use them and/or analyze their effectiveness in gathering and compiling information.

The organizational function of departmental operations where studies are conducted sufficient to recommend revisions to procedures and forms.

Ability to:

Prepare clear and comprehensive reports summarizing results of studies.

Establish and maintain effective working relationships with supervisors and employees during the course of studies and the installation of new procedures.

Merged: 07/67
Rev.: 09/68, 12/74, 03/84, 03/95
Ckd.: 06/91, 07/99

T.C.: 12/74, 04/84
Former Title(s): Administrative Analyst 1
Management Analyst