

SENIOR MANAGEMENT ANALYST
(Executive and Administrative Services Departments)

DEFINITION

Under general direction, recommends and assists in the development and implementation of goals, objectives, policies, and procedures in support of the assigned department for the Santa Clara County Housing Authority (Agency); performs a variety of complex data gathering, analyses, and report writing activities on a special project basis; develops and implements initiatives and technologies to meet the needs of the Agency; provides consulting services to Agency departments related to all aspects of assigned programs and activities; performs related work as required.

Executive Department: assigned tasks also includes public information and engagement, legislative affairs, and public records and public meeting processes; manages, plans, directs, and coordinates, directly or through subordinate level staff, the preparation of Board packet, agendas, memos, and meeting minutes.

Administrative Services Department/Human Resources (HR) Unit: assigned tasks also includes HR technologies and enhancements, employee engagement, recruitment strategies/efficacy, Agency strategic HR initiatives and employee/labor relations.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Department Director or Unit/Team Manager/supervisor. Exercises technical and functional direction over assigned staff and may depending on assignment, provide direct and general supervision to assigned staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the management analyst series. Incumbents serve as a technical expert in multiple disciplinary and/or programmatic areas using initiative and resourcefulness in deviating from traditional methods or researching trends and patterns to develop new methods, criteria, or proposed policies and procedures. Incumbents are typically assigned to manage large, complex, and multi-disciplinary projects, programs, studies, and initiatives that involve contact outside of the agency and the ability to manage multiple stakeholder interests, require a high level of technical expertise and acumen in support of management and/or Board priorities, strategic initiatives, and directives, and are of high visibility and sensitivity to the Agency in areas of its core business initiatives. Employees play a leading role in agency planning discussions related to assigned area of responsibility. The work involves a high-level of problem-solving requiring analysis of unique issues or increasingly complex problems without precedent and/or structure and formulating, presenting, and implementing strategies and recommendations for resolution. Work assignments are typically given as broad, conceptual ideas and directives and incumbents are accountable for overall results and responsible for developing guidelines, action plans, and methods to produce deliverables on time and within budget.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights 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.

- Develops goals, objectives, policies, procedures, work standards, and administrative control systems for assigned programs and projects.
- Develops program and project scope, descriptions, and implementation plans; assesses feasibility of program and project implementation and impact to Agency programs, operations, and services; consults with Agency staff, management, and outside agencies; develops recommendations for operational, policy, and/or procedural changes; participates in program and project implementation and monitoring of activities.
- Participates in the development and administration of program and project budgets; identifies and recommends resolutions for budgetary problems.
- Oversees software systems technologies and enhancements and serves as matter expert and resource.
- Assists and participates in employee engagement, recruitment strategies/efficacy, Agency strategic initiatives and employee/labor relations.

- Authors sections of administrative, management, operational, staff, legal, regulatory, and financial reports including the preparation of data analysis, conclusions, recommendations, and/or forecasts for management and Board consideration; implements approved actions.
- Develops and implements internal communication strategies, programs, and information delivery; coordinates and ensures effective communication between departments; clarifies and reconciles complex issues relating to strategic and operational planning and procedures.
- Assists the department director/manager and the Senior or Executive Management teams to develop a strategic public information and engagement plan to communicate with media, community, and stakeholders; plans, organizes, and promotes the Agency's public information and engagement plan; monitors and updates the Agency's website; works with Agency consultants to prepare and disseminate information.
- Analyzes and explains federal, state, and local legislative proposals for impact on agency administration and management; prepares analysis and briefings on new legislation, judicial interpretations, and regulatory agency directives.
- Oversees the Agency's responses to public information and California Public Records Act inquiries/requests.
- Manages, plans, directs, and coordinates, directly or through subordinate level staff, the preparation of Board memos, agendas, meeting minutes and related materials; oversees Clerk of the Board duties under the Brown Act.
- Coordinates and maintains the Agency's records retention program; develops and implements a variety of record-keeping systems.
- Develops consultant requests for proposals for professional services and administers the advertising and bid processes; evaluates proposals and recommends project award; negotiates contracts and agreements and administers same after award.
- Serves as a liaison to employees, public, and private organizations, community groups, and other organizations; provides information and assistance to the public regarding assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Participates in the development and implementation of new or revised programs, systems, procedures, and methods of operation; compiles and analyzes data and makes recommendations.
- Conducts a variety of analytical and operational studies regarding agency-wide operations and activities; coordinates activities across departmental and functional lines; identifies business needs, evaluates alternatives, and recommends, designs, and coordinates changes to business practices.
- Develops and implements file, index, tracking, and record-keeping systems; researches records within areas of assigned responsibility to prepare reports and provides follow-up information to inquiries.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Participates on a variety of interdisciplinary committees and commissions and represents the Agency to a variety of community and stakeholder groups.
- Participates in coordinating labor/management meetings, meet and confer meetings, and may prepare correspondence, reports and take meeting notes as assigned.
- Establishes and maintains contact and working relationships with all Agency departments, local, state, and federal agencies for acquisition of necessary information, and/or for the implementation of cooperative programs and activities.
- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; determines and recommends staffing needs; selects, trains, motivates, and evaluates assigned staff, mentors and provides feedback to correct deficiencies, engages in succession planning and leadership development, and implements discipline and termination procedures.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

A bachelor's degree from an accredited four-year college or university with major coursework in business or public administration or a closely related field; and five (5) years of increasingly responsible professional experience in administrative, management, budgetary or financial analysis, human resources, or three (3) years equivalent to that of a Management Analyst at the Agency.

Licenses and Certifications:

Possession of or the ability to obtain and retain a valid California Driver License and an acceptable driving record.

Knowledge of:

- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Project and/or program management, analytical processes, and report preparation techniques; administrative programs such as, but not limited to, public information and engagement, legislative affairs, finance, budgeting, and other related programs.
- HR technologies and enhancements, employee engagement, recruitment strategies/efficacy, Agency strategic HR initiatives and employee/labor relations.
- Principles and practices of contract administration and evaluation, budget development and administration, and sound financial management policies and procedures.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Research, statistical, analytical, and reporting methods, techniques, and procedures.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Business letter writing and the standard format for reports and correspondence.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Develop goals, objectives, policies, procedures, and work standards for assigned programs.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Coordinate and oversee programmatic administrative, budgeting, and fiscal reporting activities.
- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Perform responsible and difficult administrative work involving the use of independent judgment and initiative.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Evaluate and prepare recommendations for changes to policies and procedures and in compliance with programmatic regulations.
- Interpret, explain, and ensure compliance with federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Research, interpret, summarize, and present programmatic information and data in an effective manner.
- Understand the organization and operation of the Agency and of outside agencies as necessary to assume assigned responsibilities.
- Effectively represent the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- 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, maintain, and foster positive and effective working relationships with those contacted in the course of work.



PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; to operate a motor vehicle and to visit various Agency and meeting sites; 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 or calculator and to operate standard office equipment. Positions in this classification 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 up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.