

City of Carlsbad Job Structure

Date: 1/14/03

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Category: Management Employees

Job Family: Management Analyst

**Job Code: TBD by HR (four levels available,
professional levels 1 through 4)**

Section 1.0 Summary and Typical Roles and Responsibilities of Management Analysts in the City of Carlsbad

Management Analysts are professional level, individual contributors, who use their underlying skills in administration, research, analysis, project and program management in a wide variety of areas through out the City organization. The job level of a Management Analyst (as described by the attached Knowledge, Skills and Abilities matrix) is determined by two factors. The first is “business need” to have a job performed at a certain level, as defined by the specific responsibilities designed into the role, and how the organization is structured. The second is that the job incumbent must possess the knowledge, skills and abilities to function at the assigned professional level, as demonstrated by their work and contributions.

Typically, a Management Analyst must possess and demonstrate at least 80% of the Knowledge, Skills and Abilities at a given level to be assigned to that level.

The following are examples of the types of job duties that may be found in the Management Analyst roles:

- Participate in or lead the development of goals, objectives, policies and priorities for the organization to which assigned
- Prepare budgets. Provide ongoing analysis, recommendations and monitoring
- Conduct surveys and perform research and statistical analysis on administrative, fiscal, human resources and operational problems and issues and make recommendations as appropriate
- Prepare and provide staff support on agenda bills
- Contract administration: prepare RFP’s, aid in analysis, negotiation and vendor selection, administer contract
- Represent the City in the Community and at professional meetings
 - Assist in or lead the coordination of activities with other City departments and divisions and with outside agencies.
- Assist in the development and implementation of the City’s human resources systems, including policies, guidelines, systems, procedures, monitoring and reporting
 - Coordinate and oversee purchasing, human resources and other administrative functions and activities
- Provide staff assistance to the City Council, boards and commissions
- Conduct fiscal analytical studies and prepare and submit data and reports involving the evaluation of City operations and services. Ensure state, federal and local regulations are met.
- Respond to citizen complaints and requests for information
- Prepare, track and review applications for funding assistance with other governmental agencies. Audit spending.
- Program and project management as assigned: define, develop, implement, manage and audit.
- Supervise, coach and mentor staff.
- Other duties deemed necessary to the position.

Knowledge, Skills and Abilities Required by Professional Level
City of Carlsbad Management Analyst Roles, Responsibilities and KSA Matrix
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Job Level: Entry (Mgt Asst)	Job Level: Associate (new)	Job Level: Staff (current)	Job Level: Senior (current)
<p><i>Complexity and Scope</i></p> <p>-Entry level professional. This is the first of four professional job levels in the Management Analyst Job Family.</p> <p>-Requires limited use and application of basic principles, theories, concepts used, and a basic understanding of the City's policies and procedures.</p> <p>-Provides solutions to routine problems of limited scope and complexity.</p>	<p><i>Complexity and Scope</i></p> <p>-Experienced professional. This is the second of four professional job levels in the Management Analyst Job Family.</p> <p>-Requires full use and application of standard theories, concepts and techniques used, and a solid understanding of the City's policies and procedures.</p> <p>-Provides solutions to a wide variety of problems of moderate scope and complexity.</p>	<p><i>Complexity and Scope</i></p> <p>-Fully qualified professional, This is the third of four professional job levels in the Management Analyst Job Family.</p> <p>-Requires both breadth and depth of use and application of the theories, concepts and techniques used, and a thorough understanding of the City's policies and procedures.</p> <p>-Provides solutions to a wide range of difficult and complex problems in a thorough, imaginative, and practical manner.</p>	<p><i>Complexity and Scope</i></p> <p>-A seasoned and experienced professional, seen as an emerging authority in their field. This is the fourth of four professional levels in the Management Analyst Job Family</p> <p>-Requires a high degree of innovation, creativity and resourcefulness. Applies and develops advanced solutions to complex opportunities or problems, using advanced principles, theories and concepts. Expert on the City's policies and procedures.</p> <p>Solves complex problems, while directly contributing to the development of information or models, which extend the existing boundaries of practice or knowledge in relevant fields.</p>

Knowledge, Skills and Abilities Required by Professional Level
City of Carlsbad Management Analyst Roles, Responsibilities and KSA Matrix
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<p><i>Discretion and Impact:</i></p> <p>Exercises judgment within closely defined procedures and practices to determine appropriate action.</p> <p>-Errors typically do not have a major effect on the organization.</p>	<p><i>Discretion and Impact:</i></p> <p>Exercises judgment within standard, defined procedures and practices to determine appropriate action.</p> <p>-Incorrect decisions or recommendations or failure to get results may cause delays in schedules and result in the allocation of more resources.</p>	<p><i>Discretion and Impact:</i></p> <p>-Independently exercises judgement within generally defined practices and policies, selecting methods and techniques for obtaining solutions.</p> <p>-Incorrect decisions or recommendations, or failure to achieve objectives would normally have a serious effect upon the organization's results and customer/citizen relationships.</p>	<p><i>Discretion and Impact:</i></p> <p>-Independently exercises judgement within generally defined practices and policies as well as areas that require expert interpretation. Selects (and may design new) methods and techniques for obtaining solutions.</p> <p>-Incorrect decisions or recommendations, or failure to achieve objectives would normally have a serious effect upon the organization's results and customer/citizen relationships.</p> <p>-May serve on regional committees and impact regional standards, regulations or policies.</p>
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Knowledge, Skills and Abilities Required by Professional Level
City of Carlsbad Management Analyst Roles, Responsibilities and KSA Matrix
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<p><i>Contact and Communication:</i></p> <p>-Contacts are primarily with immediate supervisors and other team members in section/group. Interorganizational and outside organization contacts are infrequent and/or on routine matters. Has direct customer contact within a routine environment</p> <p>-Effective communicator, with both written and oral presentations.</p> <p>-Good interpersonal and communication skills. Effective team player.</p>	<p><i>Contact and Communication:</i></p> <p>-Has direct customer/citizen contact. Frequent interorganizational contact. Serves on cross-functional teams.</p> <p>-Effective communicator, with both written and oral presentations. Developing excellent presentation, demonstration, and writing skills.</p> <p>-Strong interpersonal and communication skills. Effective team player and leader of small, local teams.</p>	<p><i>Contact and Communication:</i></p> <p>-Direct customer/citizen contact to understand issues and plan and implement solutions. Frequent cross-functional contact and coordination. May provide staff assistance to City Council, Boards and Commissions.</p> <p>-Skilled and effective communicator, with both written and oral presentations. Highly developed presentation, demonstration and writing skills.</p> <p>-Strong interpersonal and communication skills. Effective team player, and informal/formal team leader.</p> <p>-May represent the City in the community and at professional meetings.</p>	<p><i>Contact and Communication:</i></p> <p>-Lead contact with strategic committees, customers/citizen issues. Works cross-functionally to develop strong and strategic contacts and partnerships. Provides expert staff assistance to City Council, Boards and Commissions.</p> <p>-Skilled, effective, and compelling communicator, with both written and oral presentations. Excellent presentation, demonstration, facilitation and writing skills.</p> <p>-Highly developed interpersonal and communication skills. Extremely effective team player, and informal/formal team leader.</p> <p>-Represents the City in the community and at professional meetings.</p>
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Knowledge, Skills and Abilities Required by Professional Level
City of Carlsbad Management Analyst Roles, Responsibilities and KSA Matrix
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<p><i>Supervision Given or Received:</i></p> <p>-Works under functional direction, performs independently within guidelines established by their supervisor or by the project.</p> <p>Supervisor may initiate meetings to ensure appropriate coaching during new assignments.</p> <p>-May work on project teams.</p>	<p><i>Supervision Given or Received:</i></p> <p>--Works under functional direction, performs independently within guidelines established by their supervisor or by the project.</p> <p>Supervisor typically determines goals/objectives. Work is reviewed for soundness of judgment and overall adequacy and effectiveness.</p> <p>-Effective project team member.</p>	<p><i>Supervision Given or Received:</i></p> <p>-Works under general direction. Participates in determining objectives of assignment. Work is reviewed upon completion for adequacy in meeting objectives.</p> <p>-May provide technical guidance and supervision (particularly for administrative or clerical personnel) in course of performing responsibilities.</p> <p>-Leads project teams. Understands and effectively applies project management fundamentals.</p>	<p><i>Supervision Given or Received:</i></p> <p>-Works under, general direction. Exercises considerable latitude in determining strategy and approach to assignments and projects. Completed work is reviewed for desired results from relatively long-term objectives. Assignments are often self-initiated.</p> <p>-Provides technical guidance and supervision to staff in course of performing responsibilities. Demonstrates leadership, coaching and mentoring skills.</p> <p>-Leads project teams on complex projects/programs, using effective project management skills and techniques.</p>
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Knowledge, Skills and Abilities Required by Professional Level
City of Carlsbad Management Analyst Roles, Responsibilities and KSA Matrix
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<p><i>Technical, Organization and Industry Knowledge:</i></p> <p>Requires a basic understanding of:</p> <ul style="list-style-type: none"> -the City's services, policies and procedures in the relevant area -the organizational structure of the City and the roles and responsibilities of related functions. -the basics of the City's Vision and Strategy, and Annual Operating goals, and how their area and work supports the Vision/Strategy/Goals. -federal, state and local laws, codes and regulations affecting the area of assigned responsibility. -principles of organization, administration, budgeting and human resources management -methods and techniques of research, statistical analysis and report presentation -use of word processing, spreadsheet and database software. 	<p><i>Technical, Organization and Industry Knowledge:</i></p> <p>Requires a thorough understanding of:</p> <ul style="list-style-type: none"> -the City's services, policies and procedures in relevant areas -the organizational structure of the City and the roles and responsibilities of related functions. -the basics of the City's Vision and Strategy, and Annual Operating goals, and how their area and work supports the Vision/Strategy/Goals. -federal, state and local laws, codes and regulations affecting the areas of assigned responsibility. -standard principles of organization, administration, budgeting and human resources management -standard methods and techniques of research, statistical analysis and report presentation -use of word processing, spreadsheet and database software. 	<p><i>Technical, Organization and Industry Knowledge:</i></p> <p>Requires an advanced understanding of:</p> <ul style="list-style-type: none"> -the City's services, policies and procedures in relevant areas -the organizational structure of the City and the roles and responsibilities of most functions. -the City's Vision and Strategy, and Annual Operating goals, and how their area and work supports the Vision/Strategy/Goals. -federal, state and local laws, codes and regulations affecting the areas of assigned responsibility. -principles of organization, administration, budgeting and human resources management -methods and techniques of research, statistical analysis and report presentation -use of word processing, spreadsheet and database software. 	<p><i>Technical, Organization and Industry Knowledge:</i></p> <p>Requires a expert understanding of:</p> <ul style="list-style-type: none"> -the City's services, policies and procedures in multiple areas -the organizational structure of the City and the roles and responsibilities of most functions. -the City's Vision and Strategy, and Annual Operating goals, and how their area and work supports the Vision/Strategy/Goals. -federal, state and local laws, codes and regulations affecting multiple, complex areas. -advanced principles of organization, administration, budgeting and human resources management -advanced methods and techniques of research, statistical analysis and report presentation -use of word processing, spreadsheet and database software.
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Knowledge, Skills and Abilities Required by Professional Level
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<p><i>Typical Minimum Education and Experience:</i></p> <p>-The equivalent of a Bachelor's degree from an accredited college or university with major work in public administration or related field, with no significant related work experience.</p>	<p><i>Typical Minimum Education and Experience:</i></p> <p>-The equivalent of a Bachelor's degree from an accredited college or university with major work in public administration or related field, plus a minimum of one year of related work experience.</p>	<p><i>Typical Minimum Education and Experience:</i></p> <p>-The equivalent of a Bachelor's degree from an accredited college or university with major work in public administration or related field, plus a minimum of three years of related experience</p> <p>-A master's degree is highly desirable and may be substituted for one year of experience.</p>	<p><i>Typical Minimum Education and Experience:</i></p> <p>-The equivalent of a Bachelor's degree from an accredited college or university with major work in public administration or related field, plus 5-7 years of related experience.</p> <p>-A master's degree in public administration or related field is highly desirable.</p>
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