



## TOWN OF YOUNTVILLE JOB DESCRIPTION

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### **MANAGEMENT ANALYST/SR. MANAGEMENT ANALYST**

#### **GENERAL PURPOSE**

The Management Analyst/Sr. Management Analyst will provide and perform a wide variety of complex and responsible administrative and clerical support to the Town Manager. Plan, organize, direct and review the activities of the Towns Human Resources and Employee Benefits function of the Town Manager's office, workers compensation coordination, risk management coordination, and coordination of the Town's Information Technology Program; and provides administrative and advanced level clerical support to the Town Manager, Planning Director, Building Official, Finance Director and/or other Town officials as assigned.

#### **DISTINGUISHING CHARACTERISTICS**

When filled at the Supervisor level this is the entry level supervisory management position, and when filled at the Sr. Management Analyst level it is the journey level supervisory management position with significant field and administrative responsibilities for planning and delivering program services, responding to emergency situations, and supervising personnel. Requirements include evening and weekend hours and response to emergency situations. This position if filled at the Manager level is classified as Fair Labor Standards Act (FLSA) Exempt.

The incumbent in this position performs work of a highly confidential and sensitive nature requiring a great amount of diplomacy and discretion. Because the position is the administrative support to the Town administrative officials, the incumbent must possess a high degree of initiative, independent judgment, understanding and organizational ability.

The Management Analyst/Sr. Management Analyst will develop and implement Town programs, including but not limited to: job and safety training; personnel recruitment and advertising; employee development and training; web-site content management and updating; public information and community outreach programs; annual budget preparation; representation of the Town to outside agencies and customers; prepare routine reports and perform cost analysis; and project prioritization and recommendations.

#### **SUPERVISION RECEIVED**

Receives administrative direction from the Town Manager and may receive project specific direction from a designated Town Official or Management Team Member.

## **SUPERVISION EXERCISED**

Supervises administrative clerical and account staff assigned and/or provides indirect or direct supervision to other designated support staff, temporary and/or contract personnel, and contracted consultants as assigned.

## **DUTIES AND RESPONSIBILITIES ( Illustrative Only)**

Serves as a member of the Town management team and participate in the development and implementation of Town goals, objectives, priorities, policies and procedures, project prioritization, and problem resolution.

Plan, direct, coordinate, supervise and review the work of assigned administrative clerical support staff working in varied functional areas such Finance, Planning and Building, and Community Services.

Review, approve and may prepare requisitions for necessary equipment, material and supplies; Prepare equipment and bid specification documents.

Complete and maintain a variety of records and reports including time and materials records, work reports, and cost records.

Supervise, train, instruct, and motivate employees.

Coordinate and manage the Town's employee benefits program including employee enrollment's processing and payments; coordinates PERS retirement program, Section 125 program; dental, life and disability insurance programs; maintains vendor relationships; works with and resolves employee concerns with benefits.

Recommend and enforce Town personnel rules and related policies as appropriate.

Represent the Town in resolution of citizen inquiries and complaints and suggest corrective actions; evaluate human resources, employee benefits, risk management, and Information Technology programs and functions and recommend improvements; process and resolve employee grievances.

Review and advise staff at various phases of work and give them specific support as needed; discuss work progress and ascertain the amount of materials, supplies and staffing level needed.

Prepare budget estimates and other staff reports.

Evaluate staff's performance and prepare performance evaluation reports in a timely manner.

Schedule, plan and coordinate staffing levels, equipment and supplies to complete designated tasks and within established budget parameters. Assign, review, and evaluate the work of staff for accuracy, suitability, and completeness.

Keep informed of current trends and technology in areas of responsibility and apply to assigned functional area of responsibility.

Serve as immediate and direct backup Administrative Account Clerk, Accounting Technician and Office Assistant, includes all daily functions of those positions.

Provide oversight and evaluation of consultant/contractor's work and verify work performed and billing for payment of work performed.

Communicate and coordinate directly with Town Council on behalf of Town Manager as needed. Communicate and coordinate with Town Attorney on a regular basis.

Estimate time and cost of projects to make the most economical use of Town labor and materials

Recommends Town policies and implements programs and actions to maintain compliance with local, regional, state and federal laws and programs related to personnel rules, practices, employee benefits, and risk management practices.

Performs administrative and advanced clerical duties to support activities of Town Manager; performs heavy typing and transcription; composes correspondence and postings; completes and maintains records of new and terminated employees; administers employee benefit plans including enrollment, claims and bills; takes and transcribes minutes; prepares quarterly and annual reports including payroll and benefits; answers questions from employees; provides new employee orientation; oversees employment recruiting activities

Coordinates projects with other departments, agencies, or teams, consultants, developers, and/or property owners; gives presentations to elected and appointed officials; responds to citizen inquiries and complaints, and takes appropriate action. Develop notification letters and other public information documents as appropriate.

Works with Finance Director to solve billing, payroll, and computer related problems; trains, oversees and supervises the Administrative Account Clerk, Accounting Technician and Office Assistant; performs administrative and clerical duties to support work of management staff and public works employees;

maintains inventory and orders supplies for various departments; assists with billing of utility customers, open and closing accounts, and late charge notices for delinquent accounts, cash deposits.

### **ADDITIONAL EXAMPLES OF ESSENTIAL DUTIES**

Coordinates the Town's Information Technology program and contracted IT Consultant.

Responsible for development of and maintenance of the Town web-site, newsletter and other Town public information communication pieces.

Assists with the Town's response to emergency situations as a part of the Town's Emergency Operations Center (EOC) staff.

### **PERIPHERAL DUTIES**

Serve as the designated Deputy Town Clerk in absence of Town Clerk.

Exhibits and practices support for management decisions. Exhibits a personal commitment to creating and sustaining a pleasant, cooperative, and productive work environment.

Serves as member of various employee committees or other assigned groups; assures inter-departmental coordination and cooperation.

Represent the Town in related professional organizations as appropriate.

Serves as liaison with other agencies, public entities, and other Town departments.

Performs other duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

- A. Graduation from an accredited four-year college or university in a related field is highly desired. Formal education may be waived if there is demonstrated administrative support experience with at least six (6) years experience in a related supervisory/management support position; and
- B. Four (4) years of increasingly responsible experience in administrative support, human resources or risk management

support at a journey or lead level, including at least two (2) years of administrative and supervisory responsibility.

Note: Consistent with the Town's succession planning objectives and flexible staffing approach, incumbents in this position will be classified at the Supervisor level if they do not possess the formal four year college education and can progress to the Manager level by obtaining the related formal education or professional certification as applicable.

**Necessary Knowledge, Skills, and Abilities:**

- A. General organizational and operational knowledge of the functions of a local governmental agency, human resources, employee benefits and risk management practices; modern office administrative and personnel practices and procedures, including a variety of office machines and computerized equipment; principles and practices of supervision, and some knowledge of bookkeeping and other financial record keeping activities. Skill in providing varied complex administrative and office supervision assistance to the Town Manager and other Town officials; ability to communicate effectively orally and in writing; organizing, prioritizing, assigning and reviewing the work of other support staff; typing with sufficient speed and accuracy to prepare a variety of administrative related correspondence and reports in an efficient manner, ability to use personal computer to perform word processing, spreadsheets and other special functions; working with the public, including providing requested information essential for conducting necessary Town business.
  
- B. Ability to use initiative and independent judgment within broad guidelines; research and compile varied information materials; compose confidential and sensitive correspondence independently or from brief instructions; maintain accurate records and files; organize work, set priorities and meet critical deadlines, including following up with minimum of direction; establish and maintain effective working relationships with others are also required. Ability to plan, organize, direct, review and supervise the work of assigned administrative personnel; evaluate administrative and organizational needs and problems; identify materials and resources required to solve problems; read and contracts and legal agreements; prepare and maintain a variety of records and reports; supervise, train, develop, motivate and evaluate employees; communicate clearly and concisely, both orally and in writing; hold subordinates accountable for performance and behavior; build trust and create a positive atmosphere within the department between subordinates and supervisors; follow through on assigned tasks and promises made; establish and maintain effective working relationships with subordinates, peers, supervisors and the general public; make decisions and communicate the decision process and outcomes with subordinates and management team; and establish a

monitoring system for work accomplished, plans, goals and objectives; remain calm in difficult situations, respond politely and courteously to citizen inquiries and complaints.

- C. Skill in operation of listed tools and equipment and basic First Aid; Developing and implementing improvements to systems and operations which can improve the operational effectiveness of the Town Manager's Office. Skill in basic computer knowledge including use of word processing, spreadsheet software, power point presentations, web-site maintenance, and Microsoft Outlook (e-mail).

### **SPECIAL REQUIREMENTS**

N/A

### **TOOLS AND EQUIPMENT USED**

Personal computer (laptop), including word processing, spreadsheet, web-site maintenance, power point presentation software, database, and project scheduling, motor vehicle; phone; cell phone.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met any an employee to successfully perform the essential functions of this job in compliance with the American with Disabilities Act (ADA) requirements. On a case-by-case basis, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office setting. Hand-eye coordination is necessary to operate computers, and various pieces of office equipment.

While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and smell.

The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position.

The noise level in the work environment is usually quiet to moderate, but can be noisy due to existing office configuration. Because the working environment is in a public administrative setting, the incumbent works with frequent deadlines, constant interruptions and, at times, impatient and irate customers.

**SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

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 logical assignment to the position.

This position description does not constitute an employment agreement between the Town of Yountville and any employee and is subject to change by the Town as the needs of the Town and requirements of the position change, in accordance with applicable MOU provisions.

Approval: \_\_\_\_\_  
Town Manager

Effective Date: \_\_\_\_\_

Revision History:

Version: \_\_\_\_\_

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