

**CITY OF SPOKANE VALLEY
POSITION DESCRIPTION**

Class Title: Administrative Analyst
Department: Administrative Services
Division: NA
Date: May 13, 2003

Job Code Number: 400
Grade Number: 14
FLSA Status: Exempt
Location: City Hall

GENERAL PURPOSE

Provides a variety of routine and complex analytical, administrative and technical work in the management and analysis of programs, services, systems, policies and procedures to devise the most efficient and effective methods of accomplishing the work of the city government.

SUPERVISION RECEIVED:

Works under the general supervision of the Deputy City Manager.

SUPERVISION EXERCISED

None generally. May exercise supervision over clerical, temporary or other staff, as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Manages assigned operations to achieve goals within available resources; plans and organizes workloads; reviews progress and makes changes as needed. May be assigned to monitor and manage a variety municipal service contracts with the county, other public entities, consultants, or private contractors.

Performs professional level management analysis of service contracts and programs for efficiency and cost-effectiveness. Performs cost-of-service analysis of various programs and services. Conducts operational effectiveness reviews to ensure functional or project systems are applied and functioning as designed.

Prepares a variety of studies, reports and related information for decision-making purposes; conducts research, analysis, and prepares recommendations regarding proposals for programs, grants, services, budget, equipment, etc.

Performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; assists in the preparation of annual budget requests;

Plans study of work problems and procedures such as organizational change, communications, information flow, integrated production methods, inventory control, or cost analysis.

Reviews and evaluates programs and services to determine how well they meet the legislative intent of the governing body.

Reviews and analyzes budget requests, and makes recommendations.

Gathers and organizes information on problem or procedures including present operating procedures.

Analyzes data gathered, develops information and considers available solutions or alternate methods of proceeding.

Organizes and documents findings of studies and prepares recommendations for implementation of new systems, procedures or organizational changes.

Assists in the development of short and long range plans; gathers, interprets, and prepares data for studies, reports and recommendations; coordinates activities with other departments and agencies as needed. Provides professional advice to supervisor.

Makes presentations to supervisors, boards, commissions, civic groups and the general public as assigned.

Confers with personnel concerned to assure smooth functioning of newly implemented systems or procedure.

Develops or updates functional or operational manuals outlining established methods of performing work in accordance with organizational policy.

PERIPHERAL DUTIES

Searches sources such as reference works, literature, documents, newspapers, and statistical records, to obtain data on assigned subject.

Analyzes and evaluates applicability of collected data. Prepares statistical tabulations on collected data. Writes reports or presents data in formats such as abstracts, bibliographies, graphs, or maps.

Interviews individuals to obtain data or draft correspondence to answer inquiries.

Reviews and keeps current on new laws and regulations affecting the organization.

Prepares drafts of speeches, presentations, resolutions, ordinances, contracts, administrative policies, etc. as assigned.

Investigates and follows-up on citizen requests for service, complaints, and requests for information. Assists in the development of notices, flyers, brochures, newsletters, media releases, news articles, and other informational materials about programs and services.

Researches grant programs; prepares grant applications.

Serves as a member of various employee committees.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

(A) Graduation from a college or university with a Bachelor's degree in public or business administration, political science, business management, finance, or a closely related field; and

(B) Two (2) years of related experience; or

(C) Any equivalent combination of education and progressively responsible experience, with additional education substituting for the required experience on a year for year basis.

Necessary Knowledge, Skills and Abilities:

(A) Working knowledge of the principles and practices of modern public administration; working knowledge of human resource administration; Working knowledge of modern records management techniques; Working knowledge of operations research, statistical analysis, program analysis, and policy analysis; Some knowledge of performance auditing.

(B) Skill in operation of listed tools and equipment; and

(C) Ability to accurately record and maintain records; Ability to establish and maintain effective working relationships with employees, supervisors, other departments, officials and the public; Ability to communicate effectively verbally and in writing.

(D) A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

SPECIAL REQUIREMENTS:

None

TOOLS AND EQUIPMENT USED

Typewriter, personal computer, including word processing, spreadsheet and data base software; 10-key calculator; phone; copy machine; fax machine.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision 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 job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

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 a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____
Human Resources Manager

Approval: _____
City Manager

Effective Date: May 13, 2003

Revision History: