

## **OPERATIONS ANALYST**

### **DEFINITION**

Under the general supervision of the City Manager, Deputy City Manager, or designated department director, to perform a wide variety of difficult, routine, and complex administrative, technical, and professional work in analyzing and administering a variety of functional areas. Such areas may include, but are not limited to, budget development, administration, and fiscal reporting; citizen engagement and community outreach; development and administration of contractual agreements, leases, and grants; evaluation and development of management policies and procedures; and management of department specific programs and functions.

To perform a wide variety of responsible, complex, technical, and confidential administrative duties in support of the City Manager, Deputy City Manager, and City Council; to perform duties that require considerable confidentiality, initiative, tact, and mature and independent judgment; to possess strong interpersonal and organizational skills; and to coordinate meetings and activities with other departments and outside agencies. This position assists with the coordination of the City's Public Information activities and performs a vast array of projects, including press releases. Serves as Disaster Service Worker. FLSA Status: Exempt. Bargaining Group: Mid-Management (Confidential), Unrepresented.

### **DISTINGUISHING CHARACTERISTICS**

This classification is distinguished from other administrative and analyst positions due to the professional support provided to the City Manager's office and the City Council. The advanced analytical and project management nature of the position requires a complete knowledge of city-wide policies, legal and legislative impacts, and an ability to function effectively with people at all levels of the organization, as well as external contacts.

This is a professional-level position in which the incumbent performs routine, difficult, and complex administrative and technical work under general supervision, where assignments are subject to infrequent review while work is in progress and upon completion. This position uses independent judgment and analytical abilities, which require sound grounding in municipal government and/or assigned program area fundamentals, as well as the ability to independently solve problems of moderate difficulty. Strong written, verbal, interpersonal, and human relations skills are essential for incumbents assigned to this classification. This position regularly performs routine and specialized day-to-day department office support work. This position may be responsible for supervising and providing direction to support staff and various other positions as assigned. This position may represent the City at various external governmental meetings; the incumbent may meet with vendors, citizen groups, or engage in other meeting-related activities as assigned.

**REPORTS TO**

The City Manager or as assigned.

**CLASSIFICATIONS SUPERVISED**

Manages the delivery of services and accountability of consultants and other external contractors within the scope of duties. May exercise direct supervision over professional, clerical, and technical personnel as assigned by the City Manager.

**ESSENTIAL FUNCTIONS**

Assists and supports the City Manager, Deputy City Manager, and City Council by carrying out administrative assignments; initiates and responds to written and verbal correspondence; composes, edits, and distributes correspondence and provides excellent customer service; provides information to other City departments, community organizations, committees, and the public involving specialized and technical subject matter; establishes and maintains comprehensive and confidential files on policies, records, reports, reference materials, codes, ordinances, and communications; arranges and coordinates conferences; researches information; makes travel arrangements for department director and/or City personnel; operates and assists staff on the proper use of computers and other technological devices; develops recommendations for improving departmental operations and procedures; prepares requisitions and purchase orders; assists with staff reports, resolutions, routine documents, and other forms of communications; and prepares complex statistical, financial, administrative, and budget reports.

Conducts organizational, administrative, fiscal, and other related studies; conducts surveys and collects information on operational and administrative problems; develops recommendations for problem resolution; coordinates and participates in special projects; compiles and prepares reports, memoranda, policies, manuals, and newsletters; prepares tables, charts, and graphs to illustrate distribution and trends of statistical data; assists in the preparation of the annual budget by obtaining, compiling, entering data, and monitoring expenditures; explains City ordinances, policies, and procedures to other staff and the public; develops public relations publications and materials; participates in the development and installation of new or revised programs, systems, procedures, and methods of operation; responds to inquiries and complaints; tracks legislation, provides legislative analysis, and responds to legislators and internal staff regarding implications; provides project management of contractual services; assists in the coordination of intra-departmental and departmental activities with other City departments and outside agencies; represents the City in inter-departmental, community, and professional meetings; and confers with other departments on a variety of administrative matters.

**TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment including computer, telephone, calculator, copiers, and FAX.

**TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; continuous contact with other staff and the public.

**MINIMUM QUALIFICATIONS****Knowledge of:**

- The organization and structure of municipal governments.
- Modern office terminology and procedures.
- Office environment technology, phones, and cell phones.
- Time management techniques.
- Human relations and organizational skills.
- Letter and report composition, grammar, and punctuation.
- Computer software applications including word processing, spreadsheets, and database programs.

**Ability to:**

- Demonstrate tact and discretion in preparing, disclosing, and handling information of a confidential, controversial, and sensitive nature.
- Establish work priorities and remain flexible.
- Efficiently respond in a calm and effective manner to a variety of demands and projects.
- Demonstrate effective verbal and written communication skills.
- Meet established deadlines.
- Understand and interpret laws, procedures, codes, policies, and guidelines.
- Coordinate information, arrangements, and correspondence with minimum review.
- Establish and maintain good working relationships with all levels of the organization and the public.
- Communicate clearly and distinctly with visitors and telephone callers.
- Provide courteous information and service to the public and other City staff.
- Organize and maintain complex record and filing systems.
- Type accurately at a speed necessary for completing documents as needed.
- Prepare a variety of documents, reports, and records.
- Work independently and make sound decisions.

**Training and Experience:**

Any combination equivalent to experience and education that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way would be:

- Six (6) years of broad, increasingly responsible administrative experience involving at least one (1) year of administrative office support services to a manager at an executive, division, or department director level, preferably including work in a public agency involving development and administration of programs, budgets, and public services.
- Public relations/information experience is highly desirable.

**SPECIAL REQUIREMENTS**

- Ability to learn, retain, and use technical terminology, equipment, and computer applications.
- Ability to remain calm in difficult situations and maintain mental alertness and stamina to perform routine and specialized duties for long periods of time.

**Education:**

- Possession of a Bachelor's degree from an accredited college or university in public or business administration, or a closely related field.

**License:**

- Possession of a valid California driver's license.

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