

MANAGEMENT ASSISTANT

DEFINITION

To assist with professional administrative and analysis for a department, division or program; to perform research, statistical, and other analytical work; and to fulfill a variety of administrative assignments in functional areas such as budget, fiscal analysis, contract administration, grant administration, process improvement, legislative monitoring, and regulatory compliance.

SUPERVISION RECEIVED AND EXERCISED

General supervision is provided by management personnel. May exercise technical and functional supervision over technical and administrative support personnel.

DISTINGUISHING CHARACTERISTICS

This is the entry level class in the Management Analyst series. The Management Assistant is distinguished from the Management Analyst level in this way: Routine and repetitive duties are performed according to established procedures and changes; and procedures or exceptions to rules are explained in detail as they arise. In the latter use, the incumbents of the class would lack a complete knowledge of department procedures and precedents and not yet be able to perform the full range of duties assigned to the journey level without immediate supervision.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Essential

Assist in the preparation, development, and administration of department or division operating, multi-year and/or capital improvement budgets.

Research, evaluate, and prepare statistical, financial, and demographic data used in reports, studies, surveys and analyses; analyze and make recommendations in the development and administration of assigned program area.

Research and analyze pending legislation and identify impact to department programs and activities.

Participate in the development and implementation of departmental strategic plans; track a variety of operational data ensuring goals are being met.

Assist in the development and analysis of departmental policies, procedures and systems; recommend goals and objectives.

Provide cost analysis related to labor negotiations.

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Research grant opportunities and prepare grant proposals; monitor and administer grants.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Represent department, division and City on committees, outside organizations, and at staff subcommittees as necessary; coordinate technical support activities with other departments, divisions and outside agencies.

May plan, prioritize, assign, and review the work of support staff; participate in the recommendation of the appointment of personnel; provide or coordinate staff training; and work with employees to improve performance.

Answer questions and provide information to the public, via telephone, e-mail, and written correspondence; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Important

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Principles and practices of organization and administration.

Principles and practices of budget preparation, analysis and administration.

Statistical and graphical presentation methods.

Mathematical principles.

Principles and procedures of financial record keeping and reporting.

Technical report writing procedures and grant proposal development.

Modern office procedures, methods and computer equipment.

Ability to:

Learn programs, processes and structure of assigned department.

Learn applicable Federal, State and local laws, codes and regulations.

Research, analyze and resolve technical administrative issues.

Work with and maintain the confidentiality of information.

Operate and use modern office equipment including computers and applicable software and databases.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND EDUCATION

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

Experience:

No professional experience is required.

Education:

Equivalent to a Bachelor's degree from an accredited college or university in business administration, public administration, or a related field.

License or Certificate:

Possession of, or ability to obtain, a valid California driver's license.

PHYSICAL REQUIREMENTS:

The work requires a combination of the following physical requirements depending upon a given task, on a given day: between 3 to 8 hours of sitting; up to 3 hours of standing, walking, bending, crouching, stooping, twisting, and turning, grasping (firm), pinching, reaching forward and overhead; lifting and carrying ledgers and other office supplies/reference materials weighing up to 25 lbs., pushing and pulling 10 lbs or less, eye-hand coordination, eye-hand-foot coordination; and driving; between 3 to 6 hours of verbal contact either face to face or on the phone (speech and hearing); finger dexterity and light grasping; vision acuity (near), and color vision.

MENTAL REQUIREMENTS:

The work requires a combination of the following mental requirements depending upon a given task, on a given day: taking, interpreting, comprehending and following instructions, simple to

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complex – reading, writing, and math skills; forming, analyzing, compiling, computing, copying, comparing, speaking-signaling, helping; perceiving pertinent detail in objects or in pictorial or graphic material; performing from simple, repetitive, clerical tasks to varied, complex assignments, maintaining work space, relating to other people, influencing people, evaluating; generalizing; and responsibility for direction; may supervise others.

WORK ENVIRONMENT:

Work is performed indoors, using a computer and other office equipment; working alone; working around or with others.