

SEPTEMBER 2022
FLSA: EXEMPT
CONFIDENTIAL POSITION

SENIOR MANAGEMENT ANALYST

DEFINITION

Under general direction, provides administrative, budgetary, grant, and work-flow support to assigned Housing Authority projects and programs; analyzes programmatic practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; conducts needs analyses, feasibility studies, and evaluations for assigned projects and programs; develops, summarizes, and maintains administrative and fiscal records; fosters cooperative working relationships among Housing Authority departments and acts as liaison with various community, public, and regulatory agencies; provides support, advice, and expertise in software solutions; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises direction and training to assigned technical and office support staff.

CLASS CHARACTERISTICS

This is the advanced professional class in the Management Analyst series. The incumbent is responsible for a wide range of analytical and management tasks and projects serving various departments and programs. Incumbents develop and implement policies and procedures for a variety of projects and programs within assigned departments, including budget administration, procurement and contract administration, management analysis, technical support, asset management and program evaluation. The incumbent supports the work of departmental management staff by conducting day-to-day administrative support activities and by providing a professional-level resource for organizational, managerial, and operational analyses and studies. The work has technical and complex programmatic aspects requiring the interpretation and application of policies, procedures, and regulations and may involve frequent contact with the public. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are expected to be fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Management Analyst classification in that it may involve supervision and evaluation of assigned staff, long-range agency-wide project functions and the performance of complex management support duties.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Coordinates and performs professional-level administrative and programmatic work in such areas as budget development, program and cost allocation policies; compliance and financial administration and reporting, grants, purchasing/procurements/contracts, report development, database management, contract administration, and/or management analysis.
- Manages the IT systems and contractors that support the Housing Authority's work, including Yardi, Laserfiche, DocuSign, telephone vendors, and other systems.
- Leads and implements quality control and SEMAP audits as recommended by the Housing Authority; develops and implements policies and procedures in relation to quality control; develops quality control systems, practices and guidelines; prepares and distributes relevant quality control materials; develops and modifies the quality assurance plan, procedures, and documentation forms as required.
- Assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems for Housing Authority departments.
- Selects, trains, motivates, and evaluates assigned staff; provides or coordinates staff training; directs the work of assigned staff; reviews work for accuracy, recommends improvements in work flow, works with employees to correct deficiencies.
- Serves as a liaison to employees, public, and private organizations, community groups, and other organizations; provides information and assistance to the public regarding the assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Participates in the development and implementation of new or revised programs, systems, procedures, and methods of operation; compiles and analyzes data and makes recommendations regarding staffing, equipment, and facility needs.
- Conducts a variety of analytical and operational studies regarding departmental and programmatic activities, including complex financial, budget, personnel, operational, regulatory, or administrative issues or questions; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
- May assist in the development and reporting of alternate funding sources and ensures compliance with Federal, State, and funding agency accounting and reporting requirements and applicable laws, regulations, and professional accounting practices.
- Prepares and submits Housing Authority agenda reports and various other staff reports, resolutions, ordinances, and correspondence regarding assigned activities.
- Confers with other management staff regarding provision of administrative and support services, including contracts, agreements, and grant reporting.
- Maintains accurate records and files; develops storage of records and retention schedules.
- Participates on a variety of interdisciplinary committees and commissions and represents the Housing Authority to a variety of community and stakeholder groups.
- Interacts with applicants, participants, and tenants at higher levels including assisting with the resolution of complex issues or conducting Informal Reviews.
- Communicates orally, in writing, or through graphic representations and statistical summaries with colleagues, managers, employees, the public, organized employee groups and representatives of various organizations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of public agency management and government.
- Basic principles, practices, and procedures of funding sources and grant funds disbursement.
- Project and/or program management, analytical processes, and report preparation techniques; public agency programs such as, but not limited to, purchasing, finance, budgeting, grants, and other related governmental programs.
- Knowledge of Yardi and/or Laserfiche; software expertise including the Office Suite, online programs, and techniques for administration of a variety of programs.
- Program knowledge of one or more areas of the Housing Authority: Section 8 Voucher programs, property management rules and regulations, and state and federal affordable housing programs such as LIHTC, Bonds, and redevelopment funds.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Basic principles and practices of public administration as applied to operational unit and program administration.
- Research and reporting methods, techniques, and procedures.
- Sources of information related to a broad range of public agency programs, services, and administration.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and
- Principles and practices of contract administration and evaluation; and public agency budget development and administration, and sound financial management policies and procedures.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Principles of effective employee supervision and motivation.
- Excellent English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Housing Authority in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and the Housing Authority staff.

Ability to:

- Assist in the development of goals, objectives, policies, procedures, and work standards for the various departments.
- Coordinate and oversee programmatic administrative, budgeting, and fiscal reporting activities.
- Plans, organizes, prioritizes, assigns, reviews, and evaluates the work of professional, clerical, and technical staff. Reviews, approves, or recommends approval of employee work schedules, time cards, requests for vacation, sick leave, overtime, and leaves of absence.
- Perform responsible and difficult administrative and analytical work involving the use

- of independent judgment and personal initiative.
- Lead, plan and conduct effective management, administrative, and operational studies and projects.
 - Plan, organize, and carry out assignments from management staff with minimal direction.
 - Conduct research on a wide variety of administrative topics including grant funding, contract feasibility, budget and staffing proposals, and operational alternatives.
 - Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
 - Evaluate and develop improvements in operations, procedures, policies, or methods.
 - Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
 - Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
 - Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
 - Manage IT systems in accordance with the Authority's needs with the assistance of technical vendors.
 - Effectively represent the department and the Housing Authority in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
 - Establish and maintain a variety of filing, record keeping, and tracking systems.
 - Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
 - Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
 - Use English effectively to communicate in person, over the telephone, and in writing.
 - Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
 - Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to graduation from an accredited four-year college or university with major coursework in business administration, public administration, or a related field. A Master's degree (or equivalent) is strongly desirable. *And,*
- Four (4) years of professional administrative and management support experience in public agency government. Housing related experience is strongly desirable, along with some supervisory experience.
- Proficiency in one of the Housing Authority's LEP languages (Spanish, Vietnamese, Chinese or Tagalog) is preferred but not required.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid driver's license by time of appointment is required. Must be able to be insured under AHA's owned automobile insurance policy.
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PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.