

STAFF SERVICES ANALYST, SUPERVISING**DEFINITION**

Under general direction, a Staff Services Analyst, Supervising is responsible for providing first level supervision over professional staff engaged in general administrative, personnel, staff development, fiscal, and/or program analytical work. In addition to the supervisory responsibilities, incumbents typically handle the most difficult and sensitive analytical work in their assigned work unit and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Staff Services Analyst, Supervising classification is the first supervisory level in the Staff Services series. In smaller departments, a Supervising Staff Services Analyst may supervise staff working in more than one administrative functional area. In the larger departments, the class may supervise within a single functional area due to the size and complexity of that function. It is distinguished from the Staff Services Analyst III by its full scope of supervisory responsibilities and the fact that the latter is the advanced journey-level class in the series where incumbents primarily serve as lead workers and/or may perform the more advanced and complex analytical work in the unit, but do not typically supervise other analysts. It is also distinguished from the Staff Services Manager in that the latter is the highly advanced-level in the Staff Services series where incumbents serve as functional managers (e.g., as a fiscal administrator or officer) over a complex staff services function, but may not have first-line supervisory responsibility over other analysts.

Assignment as a Staff Services Analyst, Supervising can emphasize one of the following options: general administration, staff development, fiscal or program supervision and analysis. Incumbents may also be assigned to supervise and perform general duties that encompass a broad scope of administrative analytical functions and areas of responsibility. Specific minimum qualifications and recruitments are permitted which allow for separate lists for the option that meets the specific needs of the assignment.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Department Head or designee; exercises direct supervision over professional, and/or technical, and clerical, administrative and accounting staff.

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

Serves as a first level supervisor over staff engaged in professional analytical work in support of one or more administrative functions; provides guidance and technical direction to staff in performing their assignments.

Plans, prioritizes, organizes, assigns, and delegates staff tasks and projects.

Monitors work of staff to ensure that it meets quality, quantity, and timeliness.

Establishes performance standards and provides feedback to employees.

Works with staff in developing professional goals and assists in the accomplishment of those goals by setting timeframes and on-going face-to-face meetings to discuss their progress and to provide guidance and support.

Keeps informed of provisions of labor-management agreements and their effects on departmental operations to ensure working conditions are in compliance.

Investigates complaints related to assigned staff, recommends corrective action as needed, and resolves escalated complaints or disputes.

In coordination with manager or personnel staff, applies progressive discipline actions and termination procedures to resolve staff conflicts as needed.

Establishes and implements work performance standards.

Regularly reviews and keeps record of work performance of subordinates to ensure accurate completion and conformance with applicable standards, rules and regulations. Prepares and signs performance evaluations. Conducts regular performance evaluation meetings.

Ensures workload is effectively distributed to promote the effective operation of the organizational unit. Monitors the work environment to ensure it is free of discrimination and harassment.

Provides employees with guidance/instructions in handling difficult, unusual, or complex problems as they arise.

Develops oral interview exam questions to assess applicants based on required knowledge, skills, and abilities. Identifies and selects subject matter experts to serve as oral interview panel members, training and experience raters, and/or performance exam raters.

Directs, oversees, and participates in the collection and analysis of data and makes recommendations on the formulation of policy and procedures, staffing, and organizational changes.

Conducts surveys and performs advanced research and statistical analysis on administrative, fiscal, staff development, personnel, and/or programmatic topics.

Performs complex analysis of existing and proposed organization, policies, procedures, programs, systems, and functions of the department or assigned programs, including fiscal operations, budget preparation, equipment usage, staff patterns, work flow, space utilization, and training plans; consults with and advises department staff; evaluates effectiveness, determines feasibility, resolves problems, and makes recommendations to increase efficiency and level of service and/or decrease cost.

Prepares forecasts of departmental personnel staffing needs and provides advice, direction, and information to department managers and supervisors on a variety of human resources related matters.

Handles the most complex departmental management audit studies.

Delivers a variety of oral presentations to a variety of audiences, including committees, boards, commissions, departmental staff, advisory groups, or community groups.

Prepares daily written correspondence to staff, management, and state/county contacts.

Prepares detailed budget, administrative, and fiscal reports, procedures manuals, and correspondence.

Manages and oversees the development of documents written in non-English languages by utilizing appropriate resources to ensure accuracy.

Provides courteous, quality service to members of the public by personally responding to requests for service or making appropriate referral.

Represents the department/agency in management, fiscal, program, and personnel matters in meetings with other agency departments, employee organizations, community groups, and governmental agencies.

Participates on various state and county committees in order to receive and share information regarding process/procedures, pending program and system updates, and county issues. Relays information from these meetings to smaller counties which are unable to participate on these committees as well as to local county management.

Deals with confidential and sensitive personnel matters and organizational issues, maintains security of records and information.

Participates in and supervises the design, analysis, development, and implementation of new and revised programs, systems, software, procedures, methods of operation, and forms.

Compiles materials and coordinates or participates in the preparation of budgets, reports, manuals, and publications.

Ensures effective coordination of assigned activities with other departments, divisions, units, and outside agencies; represents the department head in committee meetings and on task forces; responds to the more sensitive and difficult complaints and requests for information.

Reviews and analyzes proposed or adopted legislation and/or regulations impacting County or department functions; formulates and recommends the group's reaction to such legislation; analyzes fiscal and/or program impact.

Ensures the availability of current and accurate written resources for staff through regular review and assignment of tasks to update county maintained handbooks, forms, and tools for programs, computer systems, and multiple electronic resources. This includes the tracking and review of various written notifications from State analysts, system contacts, and subject matter experts.

Performs related duties as assigned.

FOR PROGRAM ANALYSIS OPTION (IN ADDITION TO THE GENERAL DUTIES):

Supervises and oversees the identification and analysis of program administration problems and develops solutions.

Reviews regulatory materials and notices such as All County Letters for program impact and possible review and revision of current systems and procedures.

Reviews time cards and time studies for accuracy and completeness and authorizes.

Develops new and modifies existing policies and procedures. Provides input to management. Tests procedures to ensure applicability and functionality.
Ensures staff is informed of changes.

Consults with executive staff relative to planning, policy, and program direction.

Makes recommendations involving the formulation of policy and procedures, as well as staffing and organizational changes.

Reviews various state reports generated from the state-wide automated system to provide feedback to management as needed.

FOR FISCAL OPTION (IN ADDITION TO THE GENERAL DUTIES)

Supervise and organize fiscal service activities of the department including accounting, budgeting, forecasting, and cost reporting.

Supervise and prepare departmental budgets and several state budgets; assist in budget implementation; forecast additional funds needed for staffing, equipment, materials and supplies.

Prepare and review a variety of reports including state cost reports, fiscal services activity reports, invoices, and financial statements.

Monitor contracts with services providers; monitor contract expenditures.

Supervise, oversee and participate in the development of the fiscal operations work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.

QUALIFICATIONS

Knowledge of:

Methods and techniques involved in conducting analytical studies of administrative and management practices, methods, and procedures.

Research methods and techniques and sources of information.

Organization and functional structure of the County.

Laws, rules, and regulations governing assigned program areas.

Principles and practices of supervision, performance management, training, and organizational development.

Principles of teambuilding to facilitate effective team work.

Project management to ensure project activities are conducted in a fiscally responsible and timely manner.

Effective customer service principles and practices.

Basic statistics and statistical methods.

Effective techniques for speaking before groups and preparing public presentations.

English grammar and punctuation.

Ability to:

Supervise subordinate staff, including planning, organizing, coordinating, and reviewing all work.

Select, train, evaluate, and manage the performance of subordinate staff.

Gather, organize, and analyze complex data, draw conclusions, make recommendations, and present ideas and information effectively.

Identify and analyze problems and central issues, select alternatives, develop workable solutions, identify potential consequences of proposed actions, and implement recommendations in support of departmental objectives.

Provide information to managers and other supervisors on a wide variety of matters.

Acquire subject matter expertise in specific functions and programs including applicable laws, rules, regulations, procedures, and operations.

Recommend and implement changes and improvements in assigned areas.

Understand, interpret, and apply laws, rules, and regulations as they relate to various areas of responsibility.

Speak and write effectively using proper English.

Establish and maintain effective working relationships with colleagues, subordinate staff, management, representatives of other departments at all organizational levels as well as other agencies and the general public.

Build coalitions among groups with differing needs and objectives.

Resolve conflict and disputes between employees, employee groups, members of management and between internal staff and other agencies.

Facilitate, coordinate, mediate and negotiate between members of different county and non-county offices.

Represent the department and exercise judgment, tact, and diplomacy with a variety of political, social, and economic groups in a variety of situations relative to a variety of issues.

Assess a customer's immediate needs and ensure customer's receipt of needed service through personal service or making appropriate referral.

Apply statistical methods in the analysis of management methods and problems.

Use a personal computer and standard business software (e.g. word processing, spreadsheet, email, presentation).

Make presentations to the Board of Supervisors, other agencies, staff, and the public.

Communicate effectively with a variety of individuals representing different cultures and backgrounds and function calmly in situations which require a high degree of sensitivity, tact, and diplomacy.

Prepare clear and concise comprehensive reports, summaries, abstracts, correspondence, and other documentation.

Oversee projects by developing project budgets and timelines to ensure time and budget guidelines are met.

Interpret and/or develop rules, regulations, policies, and procedures.

FOR PROGRAM ANALYSIS OPTION (IN ADDITION TO GENERAL KAS)

Knowledge of:
Program planning and design.

Ability to:
Plan and evaluate programs.

FOR FISCAL OPTION (IN ADDITION TO GENERAL KAS)

Knowledge of:
Advanced principles, practices and theories of accounting.

Application of general accepted accounting principles.

Advanced procedures and techniques of budgeting.

Ability to:
Organize, direct and implement a comprehensive fiscal management program.

Prepare and administer a budget.

EXPERIENCE AND TRAINING GUIDELINES

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

Experience:

One (1) year of full-time experience as a Staff Services Analyst III. OR Two (2) years of full-time experience as a Staff Services Analyst II. OR Four (4) years of full-time professional experience performing general administration, fiscal, staff development, and/or program analysis work. Lead or supervisory experience is desirable.

Training:

Graduation from an accredited college or university with a bachelor's degree in business administration, public administration, accounting, finance, organizational development, social work, education, human resources, or a closely related field. Substitution: Additional

progressively responsible experience in any of the functional areas noted above may be substituted for the required education on a year-for-year basis up to a maximum of two years.

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, before groups 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 30 pounds, as necessary to perform job functions.

WORKING CONDITIONS

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