

## CITY OF SPOKANE VALLEY POSITION DESCRIPTION

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| Class Title: Senior Administrative Analyst | Job Code Number: 400 |
| Department: Administrative Services        | Grade Number: 17     |
| Division: Deputy City Manager              | FLSA Status: Exempt  |
| Date: July 27, 2023                        | Location: City Hall  |

### GENERAL PURPOSE

Assists the City Manager and Deputy City Manager in the performance of complex, professional, multi-dimensional administrative and operational management functions requiring independent judgment; conducts and/or oversees studies on operational, administrative, and legislative issues; performs analytical 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

Supervises Administrative Analyst(s). May supervise other employees or volunteers, as assigned.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Serves as a supervisor to the Administrative Analyst or other employees as assigned. These supervisory responsibilities include but are not limited to, training, directing and assisting the work of other employees, hearing grievances, evaluating performance and making hiring recommendations.

Advises management on administrative issues and provides highly complex and responsible assistance to the City Manager and Deputy City Manager.

Provides professional assistance to the City Manager and Deputy City Manager with operational oversight of the organization to include policy development and dispute resolution.

Conducts departmental mission statement building and SWOT analysis exercises; assists with development of department objectives and performance measurement; coordinates and oversees the updates to departmental planning as necessary.

Conducts performance audits of internal service areas and contract services as needed; monitors the design, implementation, and functioning of internal processes; ensures compliance with state-defined performance audit standards; conducts contract compliance audits and investigations as directed; serves as objective party to resolve customer disputes.

Performs professional policy and financial analysis; assembles and manipulates large amounts of data in order to distill revenue and expense trends; develops financial projections and forecasts models; develops, implements, and monitors organizational policies; facilitates project team meetings; evaluates and assesses impact of internal and external policies on the organization; fulfills requests for data.

Conducts legislative analysis, determining the potential impacts to the City as well as formulating implementation procedures.

Develops policies, procedures, and programs to achieve departmental priorities; 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.

Manages special projects, analyzing the fiscal impacts of programs and conducting analysis of objectives.

Monitors and manages a variety of municipal service contracts with the county, other public entities, consultants, or private contractors; prepares, monitors, and amends budgets for service contracts.

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.

Maintains harmony among workers and resolves grievances; Performs or assists subordinates in performing duties; adjusts errors and complaints.

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

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.

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.

Provide support and referral assistance on applicable topics to other departments.

#### DESIRED MINIMUM QUALIFICATIONS

##### Education and Experience:

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

(B) Five (5) years of related experience; or

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

##### Necessary Knowledge, Skills and Abilities:

(A) Working knowledge of the principles and practices of operations research, statistical analysis, program analysis, contract management, policy analysis, and performance auditing.

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

(C) Ability to deliver oral and written presentations.

(D) 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.

(E) Considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors; ability to effectively meet and deal with the public; ability to handle stressful situations; ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; ability to establish and maintain effective working relationships with employees, supervisors, and the general public; ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; ability to diplomatically deal with difficult people; 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

Personal computer, including word processing, spreadsheet, and database software, 10-key calculator, phone, copy machine, and 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 Director

Approval: \_\_\_\_\_

City Manager

Effective Date: July 27, 2023

Revision History: November 19, 2003 – Established

July 24, 2007 – Reclassified

January 30, 2009 – Reclassified

June 1, 2015 – Revised