

## CITY OF EASTVALE



**MANAGEMENT ANALYST  
(Full-time)**

**DEFINITION**

Under the direction of the City Manager, to perform a variety of journey-level specialized, administrative, and analytical duties in support of City operations and departments, including human resources, risk management and finance functions, as assigned; to assist the City Manager on implementation of departmental and City-wide programs, policies, and planning related to human resources; to participate in payroll and audits; to assist with the City's business registration program; and to perform other related duties as required.

**DISTINGUISHING CHARACTERISTICS**

This is the entry/journey level class within the Management Analyst series. This class is typically used as an entry level professional class in which employees develop and evolve into full journey level work. Incumbents may initially have limited or no directly related work experience. This class is distinguished from the Senior Management Analyst by the performance of the more routine tasks assigned to positions in the series. Further, incumbents assigned to the higher level may be assigned to manage and direct multiple work units and directly supervise assigned staff. An incumbent in this class is expected to carry out general administrative assignments and works closely with management personnel on all matters which involve policy decisions, interpretation, and complex personnel matters. Initiative is required in conducting thorough research, and in making appropriate and sound recommendations to upper management.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the City Manager and Finance Director. May exercise work leadership including the supervision of interns and volunteers and/or provide guidance and leadership for daily activities and assigned projects or tasks with others.

**ESSENTIAL FUNCTIONS**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

**Human Resources**

1. Assist the City Manager and department heads to resolve human resource problems, analyze staffing needs, interpret human resources policies and procedures, and recommend effective courses of action.

2. Assists in establishing and implementing organizational policies and procedures; monitors effectiveness of policies and procedures and makes recommendations for improvement as appropriate.
3. Responds to requests for information and assistance from officials, management staff, outside agencies, City employees, and the public.
4. Participates in the development and implementation of new or revised human resources programs, systems, procedures, and methods of operation.
5. Coordinates the recruitment process including outreach activities; screens employment applications; ensures applicants meet or exceed minimum qualifications; assesses candidates according to qualifications.
6. Conducts investigations into allegations of violation of City policy, including improper activities, harassment and discrimination; prepares written summary of investigation and findings.
7. Conducts research and statistical analysis; prepares and presents reports of findings and recommendations as to appropriate action.
8. Plans and conducts comprehensive salary and benefit surveys; performs job evaluation, classification, and class specification development.
9. Determines and assists in the development of effective performance evaluation and employee recognition programs; reviews drafts and provides feedback; initiates performance evaluation reminder notifications to department heads and tracks completion.
10. Participates in organization and staffing studies of City departments.
11. Researches, collects, compiles, and analyzes information from various sources on a variety of specialized human resources topics; prepares technical records, reports, and summaries to present and interpret data, identifies alternatives and makes recommendations; responds to salary and benefit studies conducted by other agencies.
12. Tracks employee attendance; coordinates medical leaves in accordance with legal requirements.
13. Processes personnel action forms to enact a variety of personnel changes and/or updates.
14. Maintains payroll information by collecting, calculating, and entering data; update payroll records by entering changes in exemptions, insurance coverage, and savings deductions; resolve payroll discrepancies by collecting and analyzing information; provide payroll information by answering questions and requests; maintain payroll operations by following policies and procedures; report needed changes.

15. Maintains the City's position control, salary schedule and range tables; prepares staff reports and resolutions for City Council approval related to changes to the salary schedule.
16. Maintains personnel files and confidential records; assists in the conduct of personnel investigations; participates in the preparation of employee disciplinary notices, and in conducting exit interviews as required.
17. Maintains various group calendars and schedules.
18. Provides new employee orientation and exit interviews; prepares and processes related documents.
19. Explains terms and/or conditions of City employment in accordance with established policy; advises employees and management regarding Personnel Rules and established procedures.
20. Reviews, verifies, prepares, and processes a variety of forms pertaining to enrollment and changes to health and life insurance coverage, performance evaluations and merit increases, COBRA, service and disability retirement, and claims for unemployment insurance benefits.
21. Plans, organizes, coordinates, and administers the City's health and benefits plans, including health, dental, vision, life insurance/accidental death and dismemberment, retirement, 457 deferred compensation, and the City's open enrollment program; oversees annual renewal of contracts/policies; reviews contract/policy language for accuracy; serves as primary contact person for insurance broker/plan representative.
22. Receives invoices for benefits, checks for accuracy and processes requisition for payment.

*Risk Management*

23. Utilizes various computer applications and software packages; enters and maintains data; generates reports from a database or network system; creates documents using word processing software.
24. Administers the Workers' Compensation Program by coordinating claims administration with third-party administrators; ensure accurate completion of appropriate forms and handling of claims; discusses workers' compensation claims with departmental staff and the City Attorney to determine course of action; provides liaison to other City staff, claims adjustors and investigators, and insurance agents in the disposition of claims; maintains related files and documentation; conducts timely follow through on status of claims.
25. Reviews, verifies, prepares, and processes a variety of forms pertaining to Family and Medical Leave and Long Term Disability.
26. Researches, recommends and implements best practice concepts; applies risk and control concepts to scenarios encountered and identifies potential issues and solutions.

27. Processes General Liability and Workers' Compensation claims and bills; logs claims appropriately.
28. Monitors and manages the City's general insurance program; reviews insurance language in contracts for City staff; assists with renewal of policies; coordinates acquisition of certificates of insurance; responds to questions from departmental staff and interacts with the City's joint powers authority/insurance brokers.
29. Acts as a facilitator in coordinating the City's Injury and Illness Prevention Program; participates and leads the Safety Committee including preparing agenda and reports and maintaining minutes and records of attendance; monitors claims; coordinate safety training; and, coordinates inspection of City facilities and operating procedures to determine potential safety hazards and to make recommendations for mitigation.
30. Assists with annual policy renewals including excess liability, property and crime prevention.

#### All Assignments

31. Respond to inquiries and resolve problems/complaints related to business registration; review applications, enter data into computer and issue certificates; identify unregistered businesses by searching newspapers, flyers, ads, and related sources; assist applicants in completion of required forms.
32. Contact financial institutions, vendors, businesses, the public, or other agencies to verify or obtain routine information regarding City financial activity; and assist others involved in related activity.
33. Participates in the development of management information systems and processes.
34. Assists in audit preparation and site visits; prepares account reconciliations for annual audit for payroll and other accounts as required.
35. Keeps abreast of new laws and regulations effecting area of responsibility, including payroll, risk management, and human resources.
36. Conducts various cross-training with other office staff during absences, as needed.
37. Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner.
38. Assists in maintaining various ledgers, registers, journals, and logs according to generally accepted principals.
39. Keyboards and proofreads a wide variety of reports, letters, memoranda, correspondence and statistical charts; independently composes correspondence related to assigned area of responsibility
40. Interacts with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.

41. Analyzes unusual situations and resolves them through application of management principles and practices, and in conjunction with upper management; recommends effective courses of action.
42. Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner.
43. Performs related duties as assigned.

### **EXPERIENCE, TRAINING, AND LICENSE**

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

#### **Qualifications:**

Graduation from an accredited college or university with a Bachelor's degree or equivalent, and four to five years of increasingly responsible office administrative, technical or executive level secretarial experience involving support of a functional area, preferably in human resources and/or risk management.

#### **License/Certificate**

Possession of a valid Class "C" California driver's license and a satisfactory driving record.

Possession of a professional Human Resources certification is highly desirable and/or completion of college coursework in Human Resources.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

#### **Knowledge of:**

Principles of human resource and risk management administration, policies and procedures; ordinances, and resolutions governing City and human resource activities, conditions of employment and employee benefits; research and statistical methods; principles of office organization and principles of management; impact of labor market conditions and socio-economic issues on recruitment and employment; modern office practices, procedures, and equipment, including computers and applicable software applications; applicable federal, state, and local laws, regulations, and ordinances; fiscal and financial record keeping practices; procedures, methods; principles, methods and practices of payroll; customer service practices and business communications techniques; safe work methods and safety regulations.

#### **Ability to:**

Research, recommend, and develop new policies impacting department operations/procedures; perform moderately difficult and/or complex professional administrative and analytical work requiring the highest levels of confidentiality and sensitivity to issues; respond to problem situations in an effective manner in coordination with the City Manager; deal constructively with conflict and develop effective resolutions; organize, set priorities and exercise sound independent judgment within areas of responsibility; organize and maintain office and specialized files; compose routine correspondence from brief instructions; communicate clearly

and effectively orally and in writing; understand and follow written and oral instructions; prepare clear, accurate and concise records and reports; use tact and discretion in dealing with sensitive situations; and establish and maintain effective working relationships with the City Manager, City Council, management, staff, the public, and others encountered in the course of work; provide excellent customer service; skillfully and safely operate a motor vehicle when required in the course of performing work duties.

### **SPECIAL REQUIREMENTS**

Ability to attend special City events including weekends, evenings and holidays, as required.

Ability to attend night meetings and work extended hours, as needed and/or required.

### **PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

#### **Physical Demands:**

While performing the duties of this class, the employee is constantly required to sit and frequently stand, walk, talk and hear, both in person and by telephone; use hands or fingers to handle, touch, or operate standard office equipment; and reach with hands and arms. The employee occasionally reaches for items above or below desk level, and lifts and carries records and documents, typically weighing less than 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus; travel by vehicle while conducting City business.

#### **Mental Demands:**

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; exercise sound judgment in the absence of specific guidelines; establish priorities and work on multiple assignments and projects concurrently; meet intense and changing deadlines given continual interruptions; and interact appropriately with staff, management, City officials, Boards, Commissions, contractors, consultants and others encountered in the course of work.

### **WORKING CONDITIONS**

The employee typically works in an office environment. Non-traditional work hours may be required in order to accommodate the City's needs including attendance at City Council meetings, special City events, and matters requiring the presence of the incumbent. These hours may include, but are not limited to: weekends, evenings and holidays. The employee may be required to travel using public transportation. Generally clean work environment with limited exposure to conditions such as dust, fumes, odors or noise. Travel throughout the City may be required.

### **FLSA STATUS**

This is an Exempt classification.