



Title: Program Analyst

FLSA Status:

BRIEF DESCRIPTION:

The purpose of this position is to perform professional analytical and technical level project work in the administration, coordination and management of a single program or project of moderate visibility, or assists in managing one or more major programs. This is accomplished by researching, compiling, and evaluating data and making recommendations; preparing reports and budgets; and coordinating program activities with other departments or outside agencies. Other duties include providing operating and capital budget management support, managing departmental contracts and providing complex administrative support to the assigned division. Specific responsibilities depend upon assignment and incumbents may be cross-trained or reassigned as necessary.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Plans, organizes and administers/manages various special programs. Performs research and analysis in the development of program activities, including program compliance and eligibility, regulatory issues, and funding requirements. Performs research and prepares studies as required; conducts surveys, compiles and analyzes data and formulates program policies and procedures; monitors and evaluates program effectiveness and outcomes; prepares periodic or specialized reports of program activities. Makes presentations to senior management/Executive Management as it relates to program work. Provides program training to departments as needed. Reviews and provides recommendations for updates to standard operating procedures. Provides recommendations for budget projections and assists with budget preparation and administration. Assists in determining financial methods, procedures and costs pertaining to a departmental service or program; conducts cost benefit analyses and reviews and prepares financial and statistical reports. Coordinates contract arrangements with other organizations and private parties.
2	S	Reviews monthly department/division budget and expenditures; manages departmental contracts including the development of scope of work, identifying funding, creating proposals, bids and purchase orders and processing invoices. Provides complex administrative support to assigned department to include preparing and ensuring submission of regularly scheduled information such as payroll; making travel arrangements, scheduling meetings, completing agenda packets and conducting surveys for best practices. Compiles, analyzes and summarizes statistical information from a variety of sources and creates related reports. Creates and provides ad hoc reports as needed. Creates tables and queries



as requested to maintain various Department databases. Creates templates and forms for the department. Troubleshoots department databases as required.



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Human Resources, Business Administration, Public Administration, Organizational Development, Economics, Finance or a closely related field.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	<p>A minimum of three (3) years of experience in report writing, research, analysis and/or technical support in the areas of administration, program management or system operations. Public sector experience is preferred. Experience in the program area is desirable.</p>
Supervision	<p>Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing and scheduling work.</p>
Human Collaboration Skills	<p>Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contact may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.</p>
Freedom to Act	<p>The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance is reviewed periodically.</p>
Technical Skills	<p>Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.</p>
Budget Responsibility	<p>Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division or program/project level budget and expenditures.</p>
Reading	<p>Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.</p>
Math	<p>Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.</p>
Writing	<p>Intermediate: Ability to write reports, prepare business letters, expositions and summaries with proper format, punctuation, spelling and grammar using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained</p>



from experience and self-study.
Certification & Other Requirements

KNOWLEDGE
<ul style="list-style-type: none"> • Principle and practices of program management, analyst and coordination. • Principles of program performance measurement, systems analysis, and statistical measurement. • Research techniques, methods, and procedures; basic methods of statistical analysis. • Methods of reporting information. • Principles and practices of organization and public administration. • Principles, methods, and practices of municipal finance, budgeting and accounting. • Principles, methods, and practices of procurement, contracting, and/or grant writing. • Applicable Federal, State and local laws and regulations.

SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software. • Specialized software related to functional area. • Email, contact management, and scheduling software.

ABILITIES
<ul style="list-style-type: none"> • Effectively administer assigned program responsibilities. • Analyze, compare, prioritize and evaluation complex data. • Apply customer service skills, continuously representing the District in a positive way, handling all internal/external contacts with courtesy, diplomacy, and tact. • Review organization and administrative problems; recommend and implement appropriate courses of action. • Conduct research, prepare and present advocacy materials in a clear and concise manner both orally and in writing. • Define problem areas, collect and evaluate data and recommend alternative solutions to complex issues and problems. Formulate recommendations and project consequences of recommendations. Be creative in developing and introducing new ideas, using initiative and good judgment. • Effectively present information and respond to questions from groups, managers, customers, and the general public. • Establish and maintain effective working relationships with employees, other agencies and the public. • Exercise independent sound judgment and make decisions in a manner consistent with the essential job functions. • Extract and analyze statistics and written information from reports and transfer to other documents. • Successfully manage multiple programs/projects, priorities and schedules simultaneously. • Lead project teams to positive solutions and outcomes. • Learn departmental systems, methods, tasks, and procedures. • Learn District and other departmental operation policies and procedures.



- Manage and administer a broad range of tasks including resolving complaints, counseling managers and employees on the interpretation of policies, procedures and union agreements.
- Prepare written reports and correspondences, and presentations to senior leadership as required.
- Prioritize and organization multiple activities for self and staff.
- Project consequences and financial costs of proposed actions, and make and supporting recommendations and positions.
- Speak clearly and communicate messages to appropriate individuals.
- Speak to groups.
- Work under deadlines, urgent situations and emotional/confrontational situations that require instructing, persuading and motivating people.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously 2/3 or more of the time.	Frequently From 1/3 to 2/3 of the time.	Occasionally Up to 1/3 of the time.	Rarely Less than 1 hour per week.	Never Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Making presentations; observing work site; observing work duties; Communicating with co-workers
Sitting	C	Desk work; meetings; driving
Walking	F	To other departments/offices; around work site
Lifting	O	Supplies; equipment; files
Carrying	O	Supplies; equipment; files
Pushing/Pulling	O	File drawers; equipment; tables and chairs
Reaching	F	For supplies; for files
Handling	C	Paperwork
Fine Dexterity	C	Computer keyboard; telephone keypad; calculator
Kneeling	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground; making repairs
Twisting	F	From computer to telephone; getting inside vehicle
Climbing	O	Stairs; Step stools
Balancing	R	On step stools
Vision	C	Reading; computer screen; driving; observing work site
Hearing	C	Communicating via telephone/radio to co-workers/public; listening to equipment
Talking	C	Communicating via telephone/radio to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, scanner, copier, personal vehicle, computer and associated hardware and software.

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	R
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3) N/A



The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

CLASS HISTORY:

Adopted: 06/17
Revised:
Title Change:
Maintenance
Update:
Abolished:
Job Key: 60006100