



CITY OF CITRUS HEIGHTS

PROGRAM ANALYST

DEFINITION

To provide a wide range of professional, technical, and administrative program related duties including data input, research, analysis, coordination, outreach, and project management and administration in support of an assigned division or department.

DISTINGUISHING CHARACTERISTICS

This is a journey level classification with responsibilities for research, coordination, and administration involving multiple programs across divisions and/or departments. Employees within this class are distinguished by the level of specialized knowledge required for the performance of their duties. This classification also requires a strong understanding of city policies and procedures and complex state and federal laws. Employees in this classification work independently and communicate on behalf of the organization internally and externally on a regular basis.

This classification is further distinguished by the need for strong analytical and problem solving skills, attention to detail, and the high degree of interaction and outreach with other departments, citizens, and elected officials.

SUPERVISION RECEIVED AND EXERCISED

- Receives direction from an assigned supervisor.
- May exercise technical and functional supervision over administrative or technical support personnel.

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

- Perform statistical research; create survey instruments; tabulate and assess data collected and prepare related analysis, conclusions, and recommendations.
- Assist with the management, direction and coordination of grants, special projects or programs as assigned; monitor, coordinate, develop, maintain grant and/or project schedules and timelines.
- Independently respond to letters, e-mail and general correspondence; independently write documents including grant narratives, requests for proposals, and contracts.
- Develop marketing materials and use a variety of social media.
- Assume lead responsibility in maintaining a variety of administrative, personnel, or financial systems, records, databases and files in relation to assigned programs and activities; ensure accurate and timely data entry.
- Reconcile billing invoices; review and audit grant and other documents for accuracy and compliance with grant or legal requirements; assist with ensuring areas of responsibilities are in compliance with related laws, codes, ordinances, and legislation.
- Assist with conducting specific and comprehensive analyses of a wide range of municipal or administrative policies. Provide technical and analytical assistance to management staff in relation to City benefit, safety, classification, and compensation programs.

- Communicate with staff, citizens and elected officials, including answering specific questions requiring independent research and analysis.
- Independently coordinate, organize, and promote events, conferences, workshops and meetings, community education and outreach activities.
- Assist in the development and monitoring of an assigned program or project budget; project, track and reconcile expenses.
- Foster public understanding of City goals, policies, programs, and services.
- Assist members of the management team regarding issues of concern related to communication of City matters with the public, as requested.
- Demonstrate political acumen by representing the City professionally at all times.
- Create and give presentations to staff, City Council and Community organizations.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Research methods and techniques.
- Principles and practices of project management.
- Principles and practices of grant writing and administration.
- Principles and practices of event planning and community relations.
- Pertinent local, State and Federal laws, ordinances, City functions, policies, rules and regulations.
- Techniques and methods of oral presentation.
- Principles of budget monitoring.
- Methods and techniques of statistical and fiscal analysis and report writing.
- Methods for writing, editing, and distributing public information through various written media, including newsletters and web sites.
- Graphic design principles, layout techniques and methods of effective publishing.
- Techniques and principles of effective interpersonal communication.
- Audio visual equipment and use.
- Principles and practices of good customer service.
- Principles and practices of good team building and team leadership.
- Principles and practices of office safety.

Ability to:

- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; research, identify and interpret technical information; observe and problem solve technology issues. Intermittently, review documents related to department operations.
- Coordinate multiple ongoing projects/processes; organize, prioritize and manage workload and timelines for self and others; create and maintain a project plan.
- Work independently; exercise initiative and make sound decisions with solid problem-solving methods.

- Analyze situations quickly and objectively to determine appropriate courses of action; work under pressure of deadlines, frequent interruptions and sensitive situations.
- Comprehend and explain complex policies, procedures, local, state and federal programs and their relationships to the City's practices.
- Obtain information through interview; deal firmly and courteously with the public.
- Collect, compile, analyze and present a variety of data in a meaningful way; develop and implement various data collection and reporting systems and databases; assist with preparation of highly technical, detailed and analytical spreadsheets, charts, and reports.
- Effectively coordinate and facilitate meetings.
- Receive, understand, and respond to public service requests.
- Understand the organization and operations of the City and of outside agencies as necessary to assume assigned technical responsibilities.
- Compose professional quality correspondence and letters.
- Preserve a high level of confidentiality of information encountered as part of work; follow the City's information technology policies.
- Operate a personal computer with proficiency and familiarity.
- Attend public meetings in the evening and/or on weekends to perform the requirements of the position.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Communicate clearly and concisely, both orally and in writing.

Experience and Training

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

Experience:

Two years of increasingly responsible administrative support or technical experience preferably in the area of planning, economic development, grant writing, human resources, risk management, public administration, business administration, or a related field in area of assignment. Municipal experience is highly desirable.

Training:

Equivalent to an Associate's Degree from an accredited college or university, with major course work in public or business administration, planning, economic development, human resources, risk management or a related field. Bachelor's Degree highly desirable.

License or Certificate:

Possession of, or ability to obtain, a valid California driver's license and proof of automobile liability insurance are required.

Special Requirements:

When assigned to a department or division in which responsibilities include the administration of the City's confidential employee or financial records, the position will be designated as confidential.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at desk for long periods of time. Intermittently bend, twist and reach for office equipment or while setting up for meetings; intermittently stand, walk and bend while monitoring events; squat, climb, kneel and twist intermittently when setting up for events or meetings; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use keyboard to communicate through written means; run errands; lift or carry weight of 25 pounds or less.

File:	Program Analyst
FLSA:	Non-exempt
Created:	February 2018
Revised:	Create full-time classification; clarifications to duties to represent a broader range of departments; class acts as a generalist within assigned department.