



## City of Irving Job Description

### Management Analyst II

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| <b>FLSA Status:</b> | EXEMPT | <b>Job Department:</b>         | City Manager's Office                    |
| <b>Job Code:</b>    | 01261  | <b>Reports To (Job Title):</b> | Chief Innovation and Performance Officer |

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#### PURPOSE

Under the direction of the Chief Innovation and Performance Officer, duties for this role include assisting with citywide project management, such as the city's strategic plan and performance measurement program, identifying and developing organizational benchmarks and performance measures, and preparing related reports; providing assistance and facilitating organizational analysis studies and process reviews through the use of process improvement methodologies; administering and analyzing customer satisfaction surveys for city departments; coordinating and conducting analysis of the citizen, employee, and business surveys; and conducting complex studies, research and analyses on a wide range of other municipal programs and functions. Duties also include developing related training materials and conducting training for city staff, and coordinating project activities for cross-functional teams.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Participate in the development and implementation of the city's performance measurement program. Specific duties include data gathering, reviewing performance data, updating statistics, developing training materials, and working with departments to revise and develop goals, objectives, measures, and performance targets. Assist with the development of quarterly and annual performance measurement reports for the distribution to the public, city council, city manager's office, and city departments.
- Identify and develop appropriate organizational benchmarks and performance measures by coordinating efforts with regional and national performance measurement programs.
- Facilitate process improvement initiatives city-wide related to revenue generation, cost reduction, increased efficiency and effective services delivery. Evaluates work methods to recommend changes and develop procedures for implementing program changes.
- Assist with the development and continued support of a reporting framework that can be used to translate the strategic planning and business planning goals into measurable actions and workable plans. End products will provide information to target audiences which include the public, city council, city manager's office, and city departments.
- Conduct studies involving a high level of research and analysis regarding the quality, responsiveness, efficiency, and effectiveness of all municipal operations, activities and programs; prepare reports and associated presentations and coordinates the implementation of resulting changes to work systems and/or procedures. Work may include research and analysis of administrative, fiscal, staffing, and operational issues either at the department level or citywide.

- Determine appropriate methodologies, administer and analyze citywide customer satisfaction surveys including resident, business, and employee surveys as well as point-of-service surveys and subject-specific surveys as needed. End products will provide information to target audiences which include the public, city council, city manager's office, and city departments. Stakeholder focus groups are conducted as needed.
- Assist with the development, implementation, and management of innovative solutions, approaches, and practices at the department level or citywide.

## **OTHER DUTIES AND RESPONSIBILITIES**

- Develop training materials and train staff citywide as needed.
- Design and/or update informational tools on the City website and employee intranet.
- Perform other duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. The employee can expect to supervise a number of employees that fluctuates based on projects being conducted. In addition this role serves as an internal advisor to staff in every department as part of the strategic and business planning aspects of the position as well as in support of the city's performance measurement system. As an ongoing part of the position, the employee can expect to lead *up to* approximately 25 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

None

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Equivalent to a Master's Degree from an accredited college or university with major course work in Public Administration, Business Administration, or closely related field.

### **EXPERIENCE**

- Minimum of two (2) years related experience, a portion of which may include internships, relevant graduate research projects, etc.
- Experience applying process improvement tools and methodologies.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate valid state-issued driver's license.
- An industry-accepted license in process improvement would be beneficial.

## **KNOWLEDGE OF**

- Customer and Personal Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance, and an ability to patiently assist customers who have diverse needs.
- Education and Training: Instructional methods and training techniques, including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles.
- English Language: The structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.

## **SKILLS AND ABILITIES IN**

- Accuracy: Extreme attention to detail in dealing with numbers, words, and ideas.
- Information Gathering: Knowing how to find information, and identifying essential information.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Operations Analysis: Analyzing needs and product requirements to create a design.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Solution Appraisal: Observing and evaluating the outcomes of a problem solution to identify lessons learned or redirect efforts.
- Service Orientation: Actively looking for ways to help people.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Reading Comprehension: Reading and interpreting documents.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.

## **GUIDANCE RECEIVED**

### **General Instructions and Established Precedent/Procedures**

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

## **CONTACTS**

This position has contact with stakeholders, including residents, businesses, and employee groups as part of customer research and engagement, city council, city management, department directors and key staff members.

## **EQUIPMENT AND PROPERTY**

Standard office equipment.

## **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.\*

The employee constantly is required to grasp, handle, feel, listen, see, sit, and/or talk. Frequently, s/he is required to reach and/or stand. Occasionally, s/he is required to carry, lift up to 10 pounds, and/or walk. Rarely, s/he is required to balance, drive a vehicle, kneel, push, pull, and/or stoop.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The noise level in the work environment is usually quiet.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.