

## **SUPERVISING STAFF SERVICES ANALYST**

### **CLASSIFICATION DEFINITION**

Under general direction, a Supervising Staff Services Analyst is responsible for providing first level supervision over professional staff engaged in general administrative, personnel, staff development, fiscal, and/or program analytical work. In addition to the supervisory responsibilities, incumbents typically handle the most difficult and sensitive analytical work in their assigned work unit and performs related duties as assigned.

The Supervising Staff Services Analyst classification is the first supervisory level in the Staff Services series. In smaller departments, a Supervising Staff Services Analyst may supervise staff working in more than one administrative functional area. In the larger departments, the class may supervise within a single functional area due to the size and complexity of that function. It is distinguished from the Staff Services Analyst III by its full scope of supervisory responsibilities and the fact that the latter is the advanced journey-level class in the series where incumbents primarily serve as lead workers and/or may perform the more advanced and complex analytical work in the unit, but do not typically supervise other analysts. It is also distinguished from the Staff Services Manager in that the latter is the highly advanced-level in the Staff Services series where incumbents serve as functional managers (e.g., as a fiscal administrator or officer) over a complex staff services function, but may not have first-line supervisory responsibility over other analysts.

Assignment as a Supervising Staff Services Analyst can emphasize one of the following options: staff development or program supervision and analysis, incumbents may be assigned to supervise and perform general duties that encompass a broad scope of administrative analytical functions and areas of responsibility. For positions specifically assigned to the staff development or program supervision and analysis option, specific minimum qualifications and recruitments are permitted which allow for separate lists for the option that meets the specific needs of the assignment.

### **TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

- Serves as a first level supervisor over staff engaged in professional analytical work in support of one or more administrative functions; provides guidance and technical direction to staff in performing their assignments.
- Plans, prioritizes, organizes, assigns, and delegates staff tasks and projects.
- Monitors work of staff to ensure that it meets quality, quantity, and timeliness.
- Establishes performance standards and provides feedback to employees.
- Works with staff in developing professional goals and assists in the accomplishment of those goals by setting timeframes and on-going face-to-face meetings to discuss their progress and to provide guidance and support.
- Keeps informed of provisions of labor-management agreements and their effects on departmental operations to ensure working conditions are in compliance.

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- Investigates complaints related to assigned staff, recommends corrective action as needed, and resolves escalated complaints or disputes.
- In coordination with manager or personnel staff, applies progressive discipline actions and termination procedures to resolve staff conflicts as needed.
- Establishes and implements work performance standards.
- Regularly reviews and keeps record of work performance of subordinates to ensure accurate completion and conformance with applicable standards, rules and regulations. Prepares and signs performance evaluations. Conducts regular performance evaluation meetings.
- Ensures workload is effectively distributed to promote the effective operation of the organizational unit.
- Monitors the work environment to ensure it is free of discrimination and harassment.
- Provides employees with guidance/instructions in handling difficult, unusual, or complex problems as they arise.
- Develops oral interview exam questions to assess applicants based on required knowledge, skills, and abilities. Identifies and selects subject matter experts to serve as oral interview panel members, training and experience raters, and/or performance exam raters.
- Directs, oversees, and participates in the collection and analysis of data and makes recommendations on the formulation of policy and procedures, staffing, and organizational changes.
- Conducts surveys and performs advanced research and statistical analysis on administrative, fiscal, staff development, personnel, and/or programmatic topics.
- Performs complex analysis of existing and proposed organization, policies, procedures, programs, systems, and functions of the department or assigned programs, including fiscal operations, budget preparation, equipment usage, staff patterns, work flow, space utilization, and training plans; consults with and advises department staff; evaluates effectiveness, determines feasibility, resolves problems, and makes recommendations to increase efficiency and level of service and/or decrease cost.
- Prepares forecasts of departmental personnel staffing needs and provides advice, direction, and information to department managers and supervisors on a variety of human resources related matters.
- Handles the most complex departmental management audit studies.
- Delivers a variety of oral presentations to a variety of audiences, including committees, boards, commissions, departmental staff, advisory groups, or community groups.
- Prepares daily written correspondence to staff, management, and state/county contacts.
- Prepares detailed budget, administrative, and fiscal reports, procedures manuals, and correspondence.
- Manages and oversees the development of documents written in non-English languages by utilizing appropriate resources to ensure accuracy.
- Provides courteous, quality service to members of the public by personally responding to requests for service or making appropriate referral.

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- Represents the department/agency in management, fiscal, program, and personnel matters in meetings with other agency departments, employee organizations, community groups, and governmental agencies.
- Participates on various state and county committees in order to receive and share information regarding process/procedures, pending program and system updates, and county issues. Relays information from these meetings to smaller counties which are unable to participate on these committees as well as to local county management.
- Deals with confidential and sensitive personnel matters and organizational issues, maintains security of records and information.
- Participates in and supervises the design, analysis, development, and implementation of new and revised programs, systems, software, procedures, methods of operation, and forms.
- Compiles materials and coordinates or participates in the preparation of budgets, reports, manuals, and publications.
- Ensures effective coordination of assigned activities with other departments, divisions, units, and outside agencies; represents the department head in committee meetings and on task forces; responds to the more sensitive and difficult complaints and requests for information.
- Initiates new legislation as appropriate. Reviews and analyzes proposed or adopted legislation and/or regulations impacting County or department functions; formulates and recommends the group's reaction to such legislation; analyzes fiscal and/or program impact.
- Ensures the availability of current and accurate written resources for staff through regular review and assignment of tasks to update county maintained handbooks, forms, and tools for programs, computer systems, and multiple electronic resources. This includes the tracking and review of various written notifications from State analysts, system contacts, and subject matter experts.
- Performs related duties as assigned.

### ***For Staff Development Option (in addition to the general duties):***

- Supervises and oversees departmental training and development programs.
- Supervises and oversees staff engaged in the development and/or coordination of resources for training and staff development including workshops, college coursework, training programs, and on-the-job training sessions.
- Supervises and oversees staff who conduct workshops and training sessions on a variety of topics including but not limited to technical skills, supervisory principles, customer service skills, safety, diversity, and sexual harassment prevention.
- Completes annual State training report.
- Develops, conducts, and oversees specific trainings for division.
- Ensures that all staff complete the State mandated training regulations. Develops and maintains tracking systems related to training.

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- Evaluates induction or refresher training participants' suitability through the review of all curriculum for accuracy and completeness and observation of training presentations on recurring basis.
- Monitors preparation of and reviews all induction, update and refresher training related materials to include calendars, curriculum, and tools for accuracy and completeness.
- Solicits written and verbal feedback from post-induction/refresher trainees regarding training flow, curriculum, tools, and delivery. Solicits feedback from supervisors, reviews to determine if adjustments to training plans are required.
- Tracks progress of post-induction trainees after leaving training to assist in determining effectiveness of training.

### ***For Program Analysis Option (in addition to the general duties):***

- Supervises and oversees the identification and analysis of program administration problems and develops solutions.
- Reviews regulatory materials and notices such as All County Letters for program impact and possible review and revision of current systems and procedures.
- Reviews time cards and time studies for accuracy and completeness and authorizes.
- Develops new and modifies existing policies and procedures. Provides input to management. Tests procedures to ensure applicability and functionality. Ensures staff is informed of changes.
- Consults with executive staff relative to planning, policy, and program direction.
- Makes recommendations involving the formulation of policy and procedures, as well as staffing and organizational changes.
- Reviews various state reports generated from the state-wide automated system to provide feedback to management as needed.

## **EMPLOYMENT STANDARDS**

Note: The level and scope of the knowledge and abilities listed below are related to job duties as distinguished between the two levels in the Definition section.

### **Knowledge of:**

- Methods and techniques involved in conducting analytical studies of administrative and management practices, methods, and procedures.
- Research methods and techniques and sources of information.
- Organization and functional structure of the County.
- Laws, rules, and regulations governing assigned program areas.
- Principles and practices of supervision, performance management, training, and organizational development.
- Principles of teambuilding to facilitate effective team work.
- Project management to ensure project activities are conducted in a fiscally responsible and timely manner.
- Effective customer service principles and practices.
- Basic statistics and statistical methods.

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- Effective techniques for speaking before groups and preparing public presentations.
- English grammar and punctuation.

### **Ability to:**

- Supervise subordinate staff, including planning, organizing, coordinating, and reviewing all work.
- Select, train, evaluate, and manage the performance of subordinate staff.
- Gather, organize, and analyze complex data, draw conclusions, make recommendations, and present ideas and information effectively.
- Identify and analyze problems and central issues, select alternatives, develop workable solutions, identify potential consequences of proposed actions, and implement recommendations in support of departmental objectives.
- Provide information to managers and other supervisors on a wide variety of matters.
- Acquire subject matter expertise in specific functions and programs including applicable laws, rules, regulations, procedures, and operations.
- Recommend and implement changes and improvements in assigned areas.
- Understand, interpret, and apply laws, rules, and regulations as they relate to various areas of responsibility.
- Speak and write effectively using proper English.
- Establish and maintain effective working relationships with colleagues, subordinate staff, management, representatives of other departments at all organizational levels as well as other agencies and the general public.
- Build coalitions among groups with differing needs and objectives.
- Resolve conflict and disputes between employees, employee groups, members of management and between internal staff and other agencies.
- Facilitate, coordinate, mediate and negotiate between members of different county and non-county offices.
- Represent the department and exercise judgment, tact, and diplomacy with a variety of political, social, and economic groups in a variety of situations relative to a variety of issues.
- Assess a customer's immediate needs and ensure customer's receipt of needed service through personal service or making appropriate referral.
- Apply statistical methods in the analysis of management methods and problems.
- Use a personal computer and standard business software (e.g. word processing, spreadsheet, email, presentation).
- Make presentations to the Board of Supervisors, other agencies, staff, and the public.
- Communicate effectively with a variety of individuals representing different cultures and backgrounds and function calmly in situations which require a high degree of sensitivity, tact, and diplomacy.
- Prepare clear and concise comprehensive reports, summaries, abstracts, correspondence, and other documentation.
- Oversee projects by developing project budgets and timelines to ensure time and budget guidelines are met.

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- Interpret and/or develop rules, regulations, policies, and procedures.

### ***For Staff Development Option (in addition to general KAs):***

#### **Knowledge of:**

- Principles and practices of employee training and development.
- Adult learning processes.
- The variety of training programs appropriate for employee development.
- Effective communication, facilitation methods, and aids used for training programs and presentations.

#### **Ability to:**

- Plan, coordinate, and supervise the implementation of training programs.
- Prepare and implement employee training programs.

### ***For Program Analysis Option (in addition to general KAs):***

#### **Knowledge of:**

- Program planning and design.

#### **Ability to:**

- Plan and evaluate social service programs.

### **Minimum Qualifications (Education and/or Experience)**

Pattern 1: One (1) year of full-time experience as a Staff Services Analyst III.

**OR**

Pattern 2: Two (2) years of full-time experience as a Staff Services Analyst II.

**OR**

Pattern 3: Graduation from an accredited college or university with a bachelor's degree; **AND** Depending upon the option recruited for, three (3) years of full-time professional experience performing general administration (may include personnel and/or fiscal), staff development, and/or program analysis work. Lead or supervisory experience is desirable.

Substitution: Additional progressively responsible professional experience performing analytical duties (which require considerable independence performing, compiling, organizing and evaluating information and prepared reports) in any of the functional areas noted above may be substituted for the required education on a year-for-year basis.

### **Driver License Requirement**

Some positions in this classification may require possession of a valid California driver license. Employees who drive on county business to carry out job-related duties must possess a valid California driver license for the class of vehicle driven and meet automobile insurability

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requirements of the county. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

### **History**

Date Established: 5/15/89

Date Revised: 1/30/13

Date Revised: 6/1/13

Date Revised: 10/1/13