

STAFF SERVICES ANALYST III

CLASSIFICATION DEFINITION

Under direction, the Staff Services Analyst III leads and/or performs complex professional-level analytical duties involving general administrative, personnel, staff development, statistical, fiscal, and/or program work; and performs other work as required.

This is the advanced-journey/specialist level class in the professional Staff Services series. Similar to the Staff Services Analyst I/II, a Staff Services Analyst III may supervise subordinate clerical or technical staff. However, unlike a Staff Services Analyst I/II, a Staff Services Analyst III typically has responsibility for one or both of the following:

Serving as a lead worker over a staff support services unit by assigning, monitoring, and reviewing the work of other professional analysts engaged in general administrative, personnel, staff development, fiscal, and/or program analytical work. Rarely, an incumbent may directly supervise another analyst when the lower level analyst's assignments involve the more routine and repetitive work, and where supervision of that employee is ancillary to the incumbent's preponderant duties.

Performing the more advanced and complex analytical work in the work unit. This typically includes coordinating department-wide administrative activities and/or projects. Duties require advanced and extensive knowledge pertaining to administrative service functions.

The Staff Services Analyst III differs from the Staff Services Analyst II in that incumbents in the latter class do not lead the work of other analysts nor are they typically assigned to coordinate specialized administrative functions with department-wide scope. This class also differs from the class of Supervising Staff Services Analyst in that the latter is preponderantly a first-level supervisor over a group of analysts. Finally, this class differs from Staff Services Analyst Manager in that the latter is the highly advanced level in the Staff Services Analyst 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.

TYPICAL DUTIES

Depending on assignment, duties may include, but are not limited to, the following:

- Leads and performs complex professional-analytical work pertaining to the review and analysis of departmental operations, policies, and procedures, which may include ad hoc analyses of various statistical and fiscal data.
- Assigns coordinates, schedules, and monitors subordinates' work; may provide training and instruction to subordinate employees.

- Performs advanced and specialized analytical assignments that typically include coordinating department-wide functions and/or projects and require extensive knowledge of assigned administrative functions.
- Plans and coordinates studies of administrative and operational activities including fiscal operations, budget preparation and control, equipment usage, staff patterns, work flow, space utilization, affirmative action, and training plans.
- Conducts statistical analysis of financial and caseload data.
- Conducts special studies of new and existing programs and special projects to determine feasibility, resolve problems, and increase efficiency, including organizational, technical, and fiscal research and analysis (e.g. needs assessment, survey analyses, grant writing, and program standards development).
- Meets with managers and executives to clarify and explain data, resolve problems, and prepare detailed budget and financial documents.
- Participates in the preparation of the department's annual budget, including analysis and estimates of expenditures and projections of revenues.
- Prepares and monitors contracts and agreements with outside suppliers, service providers, leasing agents, and others. Recommends solutions to address contractual problems. Enforces legal agreements to ensure contract compliance. Coordinates with the County Counsel's Office for the preparation of agreements, contracts, and leases.
- Assists in the development and administration of competitive bid processes and contractual agreements.
- Determines reasons for variations in expenditures and revenue as compared to budget.
- Researches information on, reviews and analyzes existing and new legislation, regulations, ordinances, and court cases to determine their impact on programs, practices, policies, and procedures.
- Serves as a resource to management regarding the administrative aspects of a program or staff service; represents the department in meetings with personnel from other departments and agencies.
- Makes oral presentations before committees, boards, commissions, departmental staff, advisory groups, and/or community groups to provide information and recommendations, advocate a position, encourage participation, and/or respond to questions.
- Provides courtroom testimony, depositions, and/or makes presentations to an Administrative Law Judge on behalf of the assigned department.
- Prepares and edits written documents (e.g. memos, letters, board letters, reports, manuals, and other documents); including reports and summaries on a variety of policy

- directives, procedures, legislation, ordinances, regulations, and laws; ensuring accuracy and correct language usage.
- Collaborates with County departments and agencies to assure cross-functional projects such as class studies, redistricting, preparation of fee schedules, capital projects and others align with County-wide goals and objectives.
 - Analyzes and develops facility space projections to assist with capital budget planning. Prepares cost/benefit analyses of different facility and space options. Performs financial analyses on facilities-related subjects and trends.
 - Prioritizes workload in order to complete work in a timely manner and meet critical deadlines.
 - May supervise the work of technical and/or clerical support staff.
 - Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- General research terminology, methodology, practices and techniques to conduct research for the Department and for the analysis of complex data.
- Knowledge of basic descriptive statistics (i.e. mean, median, mode, standard deviation), as well as, advanced statistics and statistical techniques (e.g. correlations, regression analyses).
- Computer database, spreadsheet, and word processing software applications.
- Methods and techniques for report preparation.
- The English language (i.e. composition, spelling, grammar, and sentence structure).
- Complex organizational statements and reports.
- Principles of teamwork and teambuilding in order to work effectively as a member of a team and facilitate effective teamwork.
- Basic accounting principles.
- Cost benefit analysis

Ability to:

- Analyze a situation or problem, including stressful situations, accurately and objectively in order to identify and select alternatives, identify potential consequences of proposed actions, determine an effective course of action, and implement recommendations in support of departmental objectives.
- Collect and analyze data and information in order to derive logical conclusions.
- Make sound decisions and independent judgments within established guidelines.

- Understand, interpret, and apply a variety of written information (e.g. laws, rules, regulations, policies, procedures, Memoranda of Understanding, court cases, ordinances, legislation, manuals, and directives) as they relate to various areas of responsibility, in order to provide information and ensure compliance.
- Understand, interpret, and explain complex procedures, rules, and regulations to unit staff.
- Operate a computer to prepare results of analyses (i.e. reports, tables, charts, and graphs) and perform operations (i.e. conduct research on the internet; collect, input, and retrieve data and information).
- Collect, interpret, and evaluate narrative and statistical data pertaining to fiscal and management matters.
- Perform budget, grant, and contract analysis, preparation, and monitoring.
- Express information and ideas orally in a clear, concise, organized manner by using proper diction, grammar, and volume so others will understand.
- Listen to and understand what other people are saying and ask questions as appropriate.
- Make effective oral presentations to and respond to questions from various groups, including boards, committees, and the public.
- Communicate effectively in writing in order to prepare a variety of reports, correspondence, and memoranda in a clear, concise, organized, and accurate manner.
- Create visually appealing and understandable training aids, presentations, tables, charts, graphs, and other written documents using word processing programs, spreadsheet programs, and/or presentation software.
- Develop and maintain cooperative, effective working relationships with co-workers, representatives of community organizations, state and local agencies and associations, supervisors, internal management and staff, employee representatives, and the public.
- Effectively mediate and resolve conflicts.
- Prioritize, plan, coordinate, and organize simultaneous work assignments and projects to meet critical and competing deadlines.
- Remain flexible to changing priorities.
- Effectively represent the department to other departments and agencies, and before public bodies.
- Exercise discretion and maintain confidentiality of information in all personnel matters.
- Display a high degree of initiative, maturity, integrity, loyalty, accountability, creativity, and good judgment.

- Acquire subject matter expertise in the functions and activities of the department or other work unit to which assigned, including applicable laws, rules, regulations, procedures, and technical operations.
- Work under stressful conditions and in emotional and/or confrontational situations requiring responding to complaints or questions and/or instructing and persuading others.

MINIMUM QUALIFICATIONS (Education and/or Experience)

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

OR

Pattern 2: Graduation from an accredited college or university with a bachelor's degree; **AND** Two (2) years full-time professional experience performing general administrative, statistical, personnel, fiscal, program, or staff development analytical work.

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 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: 1/27/12

Date Revised: 6/13