



**CITY OF SANTA CLARA**  
invites applications for the position of:  
**Management Analyst**

**SALARY:** \$51.78 - \$67.02 Hourly  
\$8,976.00 - \$11,617.00 Monthly  
\$107,712.00 - \$139,404.00 Annually

**OPENING DATE:** 11/06/20

**CLOSING DATE:** 11/20/20 04:00 PM

**EXAM WEIGHT:** 100% Oral

**TENTATIVE EXAM INFORMATION:** The first interviews are tentatively scheduled for December 16 - December 17, 2020. Second interviews are tentatively scheduled for January 7 - January 8, 2021.

**DESCRIPTION:**

**The City of Santa Clara's Library Department is hiring for the position of Management Analyst!**

Applications must be filled out completely. Please do not substitute "see resume" or "see personnel file" in the employment section of the application. To receive consideration for this position, candidates must submit a **1) City Employment Application, 2) Resume, 3) Cover Letter, and 4) Supplemental Questions as applicable**, no later than 4:00 p.m. on the final filing date (**Friday, November 20, 2020**). Incomplete applications will not be accepted.

**Library Department**

The Library Department has positioned itself as a dynamic community hub, providing access to information, literacy resources, educational programming, and promotes civic engagement to the Santa Clara community. The Library Department is organized into seven divisions: Administration, Adult Services, Branch Services, Customer Services, Facilities, Technical and Technology Services and Youth Services.

This is a high-level position for the Library Department and the successful candidate will possess the following:

- Ability to communicate clearly verbally and in writing,
- Detailed oriented and the ability to manage data in an organized manner,
- Ability to read agreements and interpret them operationally (including understanding the connection between various legal documents),
- Ability to analyze data and budget trends and themes,
- Ability to work with multiple departments to respond to inquiries or requests,
- Ability to manage multiple timelines and track response due dates,
- Ability to prepare agendas and tracking open and closed action items,
- Ability to present various reports and presentations to City Commissions, Council, and public meetings, and

- Ability to establish and maintain relationships with key stakeholders, the general public, and other governmental representatives.

Incumbents in this position will need to have excellent verbal and written communication skills, considerable initiative, high capacity to work demands, and independence in making judgment related to their assignments.

This is a professional staff position in the unclassified service responsible for assembling, analyzing and interpreting data and preparing correspondence and reports with recommendations to management on varied, difficult and complex issues with a certain level of expertise in the assigned area. Incumbents in this position will have considerable independence in making judgment related to their assignments and must handle situations with great sensitivity, tact and diplomacy. May supervise or act as lead worker to staff involved in management activities.

As a member of the City's unclassified service, this is an "at-will" position. The incumbent serves at the discretion of the City Manager. An incumbent in this classification: demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills; sets a good example; and correctly applies the tenets of the City's Code of Ethics and Values.

### **TYPICAL DUTIES:**

Specific job duties of this position may vary widely depending on the departmental location of the position. Duties may include, but are not limited to the following.

With general direction:

- Perform management and operation reviews of organizations, both public, private and non-profit, departments, programs, functions, and systems;
- Review and analyze policies and procedures to determine efficiency and effectiveness, both financially and operationally;
- Collaboratively work with representatives of other departments or organizations in conducting studies and be able to apply comparative and best practices data to benchmark activities;
- Conduct statistical analyses and apply information technology applications, spreadsheets and databases, to analyze and evaluate data;
- Propose reasonable conclusions, effective solutions and potential options;
- Recommend modifications to existing policy, procedures and/or processes;
- Write complete, concise reports designed to effect improvements and/or implement solutions;
- Present report contents and provides constructive feedback to departments, organizations, functions impacted by the report;
- Investigate, research and respond to assigned complaints, issues or concerns raised by the public or employees, and propose responses and/or resolutions for review and acceptance by City Manager or senior management;
- Perform monitoring, review and analysis of procedures, plans, processes, guidelines, and instructions to ensure compliance with departmental policies;
- Establish, coordinate and monitor the administration of and follow-up on training opportunities, both in-house and external, contractor agreements and equipment and real property leases;
- Serve as staff liaison, as assigned, to City Commissions and/or committees;
- Maintain, as directed, relations with governmental jurisdictions, organizations, associations and other external groups, making personal appearances as necessary;
- Coordinate the review and analysis of State and Federal legislation;
- Assist in the preparation, submittal and administration of the annual department budget;
- Organize, coordinate and supervise, as assigned, special City wide events and the City wide volunteer program;
- Supervise or act as lead employee to staff involved in any of the assignments; and
- Perform other work as assigned.

**MINIMUM QUALIFICATIONS:****EDUCATION AND EXPERIENCE**

- Graduation from an accredited college or university with a bachelor's degree in Public Administration, Business Administration or closely related field; and
- One year of responsible professional journey-level experience in public administration which may include systems and procedures, budget, fiscal program and project coordination, or human resources programs.

*Desirable Qualifications*

A Master's degree in Public or Business Administration or closely related field is desirable.

**LICENSE**

Possession of an appropriate, valid California Class C driver's license is required at time of appointment and for duration of employment.

**OTHER REQUIREMENTS**

- Must be able to perform all of the essential functions of the job assignment.

**KNOWLEDGE, SKILLS, AND ABILITIES:****Knowledge of:**

- Area of assignment;
- Major principles, practices, methods and techniques of administration relating to at least one of the following: general management, budgeting, human resources, or financial;
- Principles and techniques of narrative report writing;
- Analysis of statistical data;
- Project and workload planning; and
- Environmental and office safety practices, procedures and standards, e.g. OSHA, Federal, State and local rules and regulations.

**Ability to:**

- Organize, analyze and evaluate tangible and intangible data soundly and impersonally;
  - Make recommendations on difficult issues;
  - Conduct independent, original research based on sound analysis and leading to appropriate recommendations to resolve specific issues, complaints or problems involving individuals or organizational units;
  - Present statistical and narrative reports or correspondence including recommendations clearly, concisely, logically, accurately and convincingly in oral and written form;
  - Speak effectively before groups;
  - Establish and maintain tactful and constructive relationships by collaborating with City employees including elected and senior officials and managers, the general public, and other governmental representatives;
  - Work effectively and coordinate multiple projects and complex tasks simultaneously in time-sensitive situations and meet deadlines;
  - Understand, interpret, and apply rules, standards, or procedures and persuade others to accept or adopt recommendations;
  - Formulate reasonable and effective conclusions;
  - Conduct thorough investigations, determine methodologies and obtain basic data necessary to evaluate solutions to complex problems and issues with multiple variables;
  - Train, supervise, or evaluate assigned staff and their work; and
  - Walk or stand for extended periods of time and bend, stoop, crawl, climb, and lift as necessary to perform assigned duties.
-

APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.santaclaraca.gov>

Position #34-20-008  
MANAGEMENT ANALYST  
PT

1500 Warburton Ave.  
Santa Clara, CA 95050  
408-615-2080   
Fax: 408-985-0667 

[humanresources@santaclaraca.gov](mailto:humanresources@santaclaraca.gov)

Equal Opportunity Employer

---

## Management Analyst Supplemental Questionnaire

- \* 1. Please select the option that describes how you meet the minimum qualifications.
  - I possess a bachelor's degree from an accredited university in Public Administration, Business Administration, or closely related field AND at least one (1) year of professional journey level experience in public administration which includes systems and procedures, fiscal program and project coordination, or human resources programs.
  - I possess a Master's degree in Public or Business Administration or closely related field AND at least one (1) year of professional journey level experience in public administration which includes systems and procedures, fiscal program and project coordination, or human resources programs.
  - I do not possess the minimum qualifications for the position.
- 2. Please describe your experience and how you meet the minimum qualifications for the experience requirement. Include your experience in public administration which may include systems and procedures, budget, fiscal program and project coordination, and human resources programs.
- \* 3. Please describe your experience and role in budget development, including budget preparation, projection, and analysis.
- \* 4. Describe your experience with administration including your experience with report writing, council reports, presentations to various audiences such as City Commissions, governing bodies, or City Council.
- \* Required Question