



OPERATIONS/MANAGEMENT ANALYST, PRINCIPAL

CHARACTERISTICS OF WORK:

This is administrative work conducting projects which involves planning, evaluation, operational auditing, financial and management analysis, applied research, and related areas. This level is distinguished from the Senior Analyst level by the increased supervisory responsibilities; the size, scope, and impact of the projects to which assigned; the specialized knowledge or skill required for job performance; and the wider latitude given for independent action.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A Master's Degree from an accredited four-year college or university;

AND

Experience:

Four (4) years of experience related to the described duties.

OR

Education:

A Bachelor's Degree from an accredited four-year college or university;

AND

Experience:

Five (5) years of experience related to the described duties.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Nine (9) years of experience related to the described duties.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit. The incumbent is frequently required to use hands to finger, handle, or feel objects, tools, or controls. The incumbent is occasionally required to stand; walk; and reach with hands and arms.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Communication: Shares information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel (e.g., personnel inside agency, outside agency, and other state's agency personnel), or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel.

Research and Analysis: Collects and analyzes project information to determine where the project stands and to predict future status and progress.

Determines data collection and analysis procedures. Identifies operational problems in administrative or program policies and procedures. Makes decisions on project design areas to be studied and constraints or limitations affecting projects.

Project Management: Plans, evaluates, and manages the operations of a special projects area for a state agency.

Develop written plans for all significant undertakings. Documents and distributes the project plan. Updates and revises the project plan as needed. Knows what the project will really cost and how long it will really take. Uses available planning tools effectively. Establishes project objectives and develops work plan and time tables to meet deadlines.

Public Relations: Maintains effective and beneficial communications between the agency and its publics.

Interacts with governmental agencies, elected public officials, private organizations, and the general public in executing project assignments. Makes oral reports containing research findings and recommendations.

MANAGEMENT COMPETENCIES:

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions.

Macro Oriented: Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

Working Through Others: Supports, motivates, and is an advocate for staff.

Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals; sets and meets deadlines.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Manages the activities and operation of a special projects area for a state agency, which may require management of multiple projects.
2. Interacts and/or consults with a variety of individuals which includes agency personnel, state and local officials, other state agencies, outside professionals, and/or the general public.
3. Prepares and delivers oral and written reports.
4. May supervise Operations/Management staff.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Coordinates multiple projects and assignments requiring specialized skills and knowledge and involving personnel from a number of organizational levels or disciplines.

Consults with administrators, program directors, and staff at all levels concerning planning, evaluation, management and analytical techniques, and their application.

Makes decisions based on guidelines, policies, and procedures.

Establishes project objectives; determines data collection and analysis procedures; and develops work plan and time tables to meet deadlines.

Identifies operational problems in administrative or program policies and procedures.

Makes oral and written reports containing findings and recommendation; assists in implementing solutions.

Interacts with governmental agencies, elected public officials, private organizations, and the general public in executing project assignments.

Assigns and reviews projects and provides technical assistance and general supervision to Operations/Management staff according to priorities and plans established by an administrative superior.

Assists in identifying staff and budget needs for established comprehensive programming factors.

Assesses consistency and progress of programmatic achievements in light of stated goals and objectives; identifies potential areas of weakness which may adversely affect operating, supportive, and service delivery capabilities of the agency.

Consults with organizational units within the department concerning new or modified management and/or operating policies and procedures which might be required by federal, state, and departmental directives, laws, or regulations.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.