

STAFF SERVICES ANALYST I**DEFINITION**

The Staff Services Analyst I is responsible for performing professional level analytical duties involving general administrative, staff development, fiscal, and/or program analytical work. Incumbents gather, tabulate, analyze, and chart data; interview and consult with departmental officials, employees, and others to give and receive information; prepare reports and make recommendations on procedures, policies, and program/functional area issues and alternatives; review and analyze proposed legislation and advise management on the potential impact; make decisions in financial, and other administrative systems of average to difficult complexity; prepare correspondence; and perform other related duties as assigned. Incumbents do not supervise other professional staff, but may supervise clerical and/or technical employees as an ancillary duty (not as the preponderant responsibility of the position).

DISTINGUISHING CHARACTERISTICS

The Staff Services Analyst I level is the entry level into the professional Staff Services series. Incumbents work under close supervision. Assignments are generally limited in scope and under the direction of a higher-level employee. As experience is gained, the incumbent is granted more independence from supervision.

Most incumbents are expected to promote to the II level after one year of satisfactory performance; however, positions limited to analytical duties of a more routine, repetitive nature will be permanently allocated to the Staff Services Analyst I level.

REPORTS TO

Division Program Manager or Program Manager/Assistant Director

CLASSIFICATIONS DIRECTLY SUPERVISED

None

STAFF SERVICES ANALYST I – 2

EXAMPLES OF DUTIES

- Performs, coordinates, monitors, and participates in various administrative analytical functions, typically within a departmental program or administrative section.
- Reviews program updates, letters, and notices for potential impact on various programs and activities; recommends and prepares policy and procedure changes to ensure compliance.
- Compiles, maintains, and analyzes data; identifies trends, and makes recommendations involving the formulation of policy and procedures, as well as staffing and organizational changes.
- Serves as a resource and provides advice and information to supervisors, managers, and other internal staff, the public, and other agencies in area(s) of assignment including the interpretation and explanation of a variety of programs, policies, rules, regulations, labor contracts, and Memorandum of Understanding.
- Conducts surveys and performs research and statistical analyses on administrative, fiscal, personnel, staff development, and/or programmatic problems.
- Makes presentations before committees, boards, commissions, departmental staff, advisory groups, or community groups to provide information and recommendations, advocate a position, encourage participation, and/or respond to questions.
- Analyzes business process requirements and coordinates with information technology staff and/or consultants to develop automated solutions.
- May plan and coordinate the design and implementation of new and revised programs, systems, procedures, methods of operation, and forms.
- Compiles materials; prepares analytical reports, manuals, and publications.
- Prepares public relations materials (e.g. brochures, informational materials, customer satisfaction surveys).
- Provides consultation and recommends solutions regarding research findings, organizational improvement initiatives and related issues concerning departmental effectiveness and goal attainment. Evaluates effectiveness through performance measure development and monitoring activities, and recommends modifications.
- Collaborates with County departments and agencies on cross-functional projects.
- Coordinates assigned activities with other departments, divisions, units, and with outside agencies; represents the division or department in committee meetings; responds to complaints and requests for information.
- Establishes and maintains positive working relationships with co-workers; representatives of community organizations; state/local agencies and associations; internal management and staff; and the public by utilizing principles of effective customer service.
- Reviews, evaluates, and recommends actions on appeals for administrative hearings; makes presentations to the Administrative Law Judge on behalf of the assigned department.
- Investigates client complaints; maintains complaint-related documentation.
- Plans, designs, performs, and documents quality assurance activities pertaining to staff qualifications, case activities, financial, and/or other assigned functions.

STAFF SERVICES ANALYST I – 3

- May supervise clerical and/or technical employees by assigning, monitoring, reviewing, and evaluating their work; may provide training to less experienced staff.
- Performs related duties as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods, frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; use of office equipment including computers, telephones, calculators, copiers and FAX; sufficient physical ability and strength to deal with active children; corrected hearing and vision to normal range.

TYPICAL WORKING CONDITIONS

Work is performed in an office and in a field environment; continuous contact with staff, the public as well as adult and child clients.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Public and business administration principles and practices.
- Methods and techniques involved in conducting analytical studies of administrative and management practices, methods and procedures.
- General research practices, techniques, and terminology to conduct research for a department.
- A variety of computer software applications, including database, graphics/presentation, work processing and spreadsheet software.
- Methods and techniques of report preparation.
- English language (i.e. composition, spelling, grammar, and sentence structure).
- Project management principles to ensure projects activities are conducted in a fiscally responsible and timely manner.
- Principles and practices of effective customer service.
- Principles of teamwork and teambuilding in order to work effectively as a member of a team and facilitate effective teamwork.
- Principles and practices of the functional areas applicable to the assigned options.
- Principles and practices of leadership and supervision.
- Community needs and resources.

Ability to:

- Analyze a situation or problem, including stressful situations, accurately and objectively in order to identify alternative solutions and determine an effective course of action.

STAFF SERVICES ANALYST I – 4

Ability to - continued:

- Collect and analyze data and information in order to derive logical conclusions.
- Formulate options and make recommendations based on data and information collected.
- Analyze policies, procedures, and programs and make effective recommendations.
- Make sound decisions and independent judgments within established guidelines.
- Read, interpret, and apply a variety of information (e.g. laws, policies, procedures, court cases, memorandum of understanding, ordinances, contract provisions, legislations, directives) in order to provide information and ensure compliance.
- Analyze and interpret basic statistics.
- Perform arithmetic calculations, including ratios and percentages.
- 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).
- Express information and ideas orally in a clear, concise, organized manner by using proper diction, grammar and volume so that others will understand.
- Make effective presentations and respond to questions from various groups, including boards, committees, and the public.
- Compose business communications (e.g. letters, memos, notices) and reports, policies, and procedures, in a clear, concise, organized, and accurate manner.
- Identify problems and central issues.
- Reason logically and critically.
- Perform, analyze, and document research.
- Research legislative issues and read and understand legislation.
- Recommend and implement changes/improvements.
- Develop and maintain cooperative, effective working relationships with co-workers, representatives of community organizations, state/local agencies and associations, supervisors, internal management staff, employee representatives and the public.
- Effectively mediate and resolve conflicts between/with individuals.
- Influence and persuade others to accept a particular viewpoint or to follow a particular course of action.
- Work and interact with a variety of individuals from various socioeconomic, ethnic, and cultural groups in person and by telephone, including situations where relations may be strained or confrontational.
- Work independently and accept increasing responsibility.
- Prioritize, plan, coordinate, and organize simultaneous work assignments and projects to meet critical and competing deadlines.
- Manage projects by developing project budgets and timelines to ensure projects meet time and budget guidelines.
- Work as a team member by keeping communication open, offering support, sharing knowledge, and contributing to and/or leading team efforts.
- Supervise clerical and/or technical employees, if required by the position.

• **STAFF SERVICES ANALYST I – 5**

Ability to - continued:

- Monitor, plan, direct, assign and review the work of clerical and/or technical employees, if required by the position.

Training and Experience:

Qualifications needed for this position:

Graduation from an accredited four year college or university with a bachelor's degree;

OR

Two (2) years (60 semester or 90 quarter) of college units; **AND** one (1) year of full time experience as an Eligibility Worker III, Employment and Training Worker III, Social Worker II, Accounting Technician, Child Support Specialist III, or Staff Services Specialist;

OR

Two (2) years of full time experience as an Eligibility Worker II, Employment and Training Worker II, or Child Support Specialist II;

OR

Two (2) years of full time technical level experience involving general administrative, personnel, fiscal, staff development, or program work.

Substitution: Additional progressively responsible para-professional experience performing complex duties of a technical nature in any of the functional areas noted above may be substituted for the required education on a year-for-year basis.

Special Requirements: Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.