

Section 12-1.6. Management Analyst (Code Section 21.207)

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| Job Title | Management Analyst |
| Department | Administration |
| Employment Status | Full time |
| Exempt/Non-Exempt Status | Nonexempt |

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| Scope of Work |
| This position conducts a variety of analytical and administrative duties to support operational activities of Village staff. |

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| Supervision | |
| Received | Village Administrator |
| Exercised | None |

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| <p>Essential Job Functions: The job functions listed herein are neither exclusive nor exhaustive but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change. Nothing contained within this job description shall be deemed to create a vested contractual right for any employee nor to limit the power to modify this document.</p> <ul style="list-style-type: none"> • Provides administrative support for all areas of the organization, including public safety, public works, community development, finance, and human resources. • Conduct research and data collection for various projects as assigned, which includes gathering, compiling, and analyzing information, providing alternatives and making recommendations on courses of action. • Prepare reports, letters, memoranda, policies, ordinances, resolutions, and other documents and present results to various audiences as needed. • Coordinates and executes the Village’s communications efforts; develops, edits, manages, organizes, and publishes content, and responds to public inquiries on various Village communication channels including but not limited to, the Village’s website, direct mail pieces, and social media sites. • Manages the development and maintenance of the Village’s website and other information platforms the Village deems appropriate to ensure an efficient, effective, and user-friendly information source. • Manages and coordinates the Village’s social media presence to include regular monitoring, posting, and timely response to citizens’ questions or concerns. |
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| <ul style="list-style-type: none"> • Monitor legislative issues and communicate the Village's interests to Federal, State, and other local policymakers and administrators. • Coordinates the development of and update existing surveys, newsletters, informational brochures, messages, videos, and presentations for distribution to the public. • Coordinate Village code book amendments and updates. • Compile information and respond to in-person, telephone and email inquiries regarding public services, requests for information and service requests. • Oversee and manage contracted services as assigned. • Interprets Village policies, rules and regulations in response to inquiries and complaints; resolves citizen concerns and complaints; routes and refers inquiries as appropriate. • Conducts various scanning and filing of Village records. • May serve as a member on various community boards or committees. | |
| <p>Other Job Functions</p> | |
| <ul style="list-style-type: none"> • Performs other special projects and related duties as assigned. | |
| <p>Requirements of Work</p> | |
| <p>Graduation from an accredited college or university with a Bachelor's Degree in public administration, governmental administration, political science, public policy analysis or similar; Master's Degree in Public Administration preferred; and completion of an internship in public administration or an office environment; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:</p> | |
| <p>Knowledge of</p> | <ul style="list-style-type: none"> • Village government organizations and functions. • The principles and practices of effective public administration. • Municipal community relations and public relations. • The principles and practices of marketing techniques and strategies including writing, editing, and producing promotion materials. • General office and Department policies and procedures. • Business English (spelling, punctuation, grammar, format and tone). • The use of standard office equipment, including computers and relevant software. |
| <p>Ability to</p> | <ul style="list-style-type: none"> • Work independently with minimal supervision. • Follow established policies and procedures. • Conduct in-depth analysis of administrative and/or management problems and develop and present sound conclusions and recommendations. |

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| | <ul style="list-style-type: none"> • Understand and respond to written and oral directions and inquiries. • Stay current on applicable state and federal laws and regulations. • Utilize various social media platforms. • Maintain confidentiality. • Establish and maintain effective working relationships with supervisors, coworkers and the general public. • Represent the Village in a positive and professional fashion to the public and other community stakeholders. |
| <p>Proficient in</p> | <ul style="list-style-type: none"> • Oral and written communications. • Administrative and clerical functions. • Organizational, analytical, judgement, problem-solving skills, and attention to detail. • Customer service. • Reading, analyzing and interpreting technical, and statistical information. • Multi-tasking and prioritizing workload; setting and meeting goals and deadlines. • Dealing courteously and professionally with others. |
| <p>Necessary Special Requirements</p> | |
| <p>Ability to pass a criminal background check, physical, and drug screen.</p> | |
| <p>Physical Demands</p> | |
| <p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <ul style="list-style-type: none"> • Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. • Specific vision abilities required by this job include close vision, prolonged visual concentration and the ability to adjust focus. • While performing the duties of this job, the employee frequently is required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms. • The employee is occasionally required to bend, crouch, climb or balance. • The employee must occasionally lift and/or move up to 25 pounds. | |