

**TOWN OF GILBERT  
CLASS SPECIFICATION**

**Management Support Analyst**

<u>CLASS SERIES</u>	<u>BAND/GRADE/SUBGRADE</u>	<u>FLSA STATUS</u>
Management Support	C41 – C43	Exempt

**CLASS SUMMARY:**

This class is the third level in the Management Support series. Incumbents, as assigned, may be responsible for research, analysis, solutions development, report writing and presentation regarding human resources, intergovernmental relations, economic development, budget or other management support needs. Incumbents may, as assigned, be responsible for project and team management requiring the development and recommendation of solutions, action plans for implementation and integration of solutions into the current business processes including training for impacted staff.

**ESSENTIAL DUTIES:**

*This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.*

**PERCENT OF TIME**

Actively participates and accomplishes organizational, departmental and workgroup goals and objectives.	Daily 100%
Exhibits a service orientation toward internal and external customers and maintains productive working relationships.	Daily 100%
May supervise staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.	Varies 0 – 20%
Researches, analyzes and monitors information, issues and activities, recommends and implements solutions, and/or presents findings related to the functional area supported.	Daily 30%
Communicates, interprets and provides guidance and recommendations on complex functional and procedural information related to assigned area of responsibility. Monitors and identifies potential changes in legislation, reviews and communicates organizational impact. Monitors and assists with compliance issues and may provide staff training to address issues.	Daily 20%
Serves as a representative of assigned area at internal and external stakeholder meetings, hearings, and/or committees to review processes, provide information exchange, and discuss and resolve issues.	Daily 15%
Develops queries and reports; produces and delivers media and/or presentations. Researches, updates and maintains data in database or related systems. Assists with system updates and implementation.	Weekly 10%

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Performs other duties of a similar nature and level as assigned.	As Required
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**POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:**

Positions assigned to **Accounting** may be responsible for:

- Performing various banking activities, including reconciling accounts and registers;
- Maintaining financial records;
- Processing journal entries;
- Maintaining and coordinating loan set-ups on customer accounts.

Positions assigned to **Budgeting** may be responsible for:

- Financial modeling and analysis in support of annual budget and forecasting process;
- Coordinating and conducting budgeting meetings and information gathering activities;
- Monitoring and reporting on financial policy compliance;
- Providing input on short and long term planning and analysis regarding revenue, rates, investments, assessments, bond issuance, refinancing, debt service management and other financial related strategies.

Positions assigned to **Clerk's Office** may be responsible for:

- Develops, organizes and maintains an ongoing organization-wide records management program;
- Coordinates, monitors and responds to public records requests;
- Assists Clerk in planning, overseeing and conducting elections;
- Develops resources for use by staff and for training on new and existing procedures, programs, or processes; and
- Assumes responsibility and serves as Acting Clerk during his/her absence.

Positions assigned to **Communications** may be responsible for:

- Producing, editing and documenting news and events using digital and multimedia tools;
- Shooting video, taking photographs, and writing content for various communications;
- Providing audio/video programming support for official meetings and public announcements;
- Creating or overseeing marketing and outreach programs, branding and promotion materials, website content, and/or other communication materials and disseminates information to support assigned function.

Positions assigned to **Economic Development** may be responsible for:

- Completing detailed company profiles/surveys;
- Collecting, analyzing and interpreting data;
- Assisting clients, brokers and land owners during site selection processes.

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Positions assigned to ***Human Resources*** and/or ***Learning & Development*** may be responsible for:

- Administering, researching, developing and implementing functional programs as assigned;
- Reconciling financial information related to human resources programs;
- Administering workers' compensation and leave of absence programs;
- Coordinating and administering employee benefits programs.
- Planning, developing and delivering employee training and professional development programs.
- Applying adult learning, organizational development, project management principles, instructional design, research methods, internal consulting and platform skills.

Positions assigned to ***Intergovernmental Relations*** may be responsible for:

- Researching and reviewing proposed Federal and state legislation impacting the Town;
- Representing the Town Manager and/or Mayor on various local, state and Federal, issues, projects and committees on policy or legislative issues;
- Performing lobbyist activities and representing the Town's interest with local, state and Federal organizations, elected officials and their respective staff.

Positions assigned to ***Risk Management and Safety*** may be responsible for:

- Investigating accidents, incidents or occurrences involving Town property, vehicles or personnel resulting in personal injury or property damage;
- Administering and overseeing environmental permitting;
- Overseeing regulatory compliance;
- Developing and delivering safety training;
- Conducting interviews, photographing damage or accident scenes and providing supporting documentation;
- Assisting in settlement negotiations;
- Subrogating property damage claims.

#### **TRAINING AND EXPERIENCE:**

Bachelor's Degree and 5 years of management support experience with 3 years of experience related to area of assignment; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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#### **LICENSING/CERTIFICATIONS:**

Depending on area of assignment, requires:

- Valid Arizona Driver's License
- Resource Conservation and Recovery Act (RCRA) Certification
- Professional in Human Resources (PHR) Certification

*Preferred depending upon area of assignment:*

- Senior Professional in Human Resources (SPHR) Certification
- Certified Compensation Professional (CCP)
- Certified Municipal Clerk (CMC) or Certified Records Manager (CRM)
- Certified Election Official (Secretary of State or AMCA/League)

#### **KNOWLEDGE OF:**

Depending on area of assignment, requires knowledge of:

- Supervisory principles, practices and techniques;
- Applicable Federal, state and local laws, codes, regulations and/or ordinances;
- Research methods;
- Finance and accounting principles;
- Public administration practices;
- Legislative processes;
- Multimedia techniques;
- Modern office equipment.

#### **SKILL IN:**

Depending on area of assignment, requires skill and key competencies in:

- Supervising, monitoring and evaluating staff;
- Interpreting and applying applicable laws, codes, regulations and standards;
- Analyzing business processes;
- Conducting research and performing data analyses;
- Thinking independently;
- Collaborating in a team environment;
- Managing projects;
- Documenting processes;
- Exercising discretion in dealing with sensitive information;
- Utilizing a computer and relevant software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

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**ADA AND OTHER REQUIREMENTS:**

Positions in this class typically require: reaching, standing, walking, pushing, pulling, lifting, fingering, talking, hearing, seeing and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to operating a motor vehicle, moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, blood and bodily fluids, extreme temperatures, travel and environmental conditions such as disruptive people, imminent danger, or a threatening environment.

**WORKING TITLES WITHIN CLASS SPECIFICATION:**

Compensation Administrator – C41  
Deputy Clerk – C41  
Digital Media and Marketing Officer – C42  
Digital Journalist – C41  
Economic Development Administrator – C42  
Economic Development Analyst – C41  
Governmental Relationship Assistant – C41  
Human Resources Analyst – C41  
Learning & Development Consultant – C41  
Tourism Analyst - LTA – C42  
Management and Budget Administrator – C43  
Management and Budget Analyst – C41  
Management and Budget Analyst, Senior – C42  
Senior Claims Analyst – C42  
Senior Human Resources Analyst – C42

**NOTE:**

*The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.*

**CLASS HISTORY INFORMATION:**

*Draft prepared by Fox Lawson & Associates LLC (BS)  
Date: (11/12)*

*Draft finalized by Gilbert Human Resources (TT)  
Date: (05/13)*