



FLSA: COVERED
EEO: 2
JUNE 2024

STAFF SERVICES ANALYST I (IMS)

DEFINITION

The Staff Services Analyst I/II classes are 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

Higher level management or supervisory staff.

CLASSIFICATIONS SUPERVISED

May supervise clerical and/or technical employees as an ancillary duty.

EXAMPLES OF DUTIES

*Duties may include, but are not limited to, the following:
(For Staff Services Analyst I, duties are performed at the entry level)*

- 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.

- 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.

For Staff Development Option (in addition to the general duties):

- Conducts training needs assessment at an organizational level to obtain information to determine training programs/subjects needed for all levels of employees.
- Conducts training needs assessment at the individual employee level to determine employees to be sent to specific training programs, based on participant needs and relevancy of training to participant's job duties.
- Identifies, develops, and/or coordinates resources for training and staff development including curricula, workshops, college coursework, training programs, and on-the-job training sessions.
- Develops and conducts workshops and training sessions on a variety of topics including, but not limited to, technical skills, program areas, supervisory principles, customer service skills, safety, diversity, and sexual harassment prevention in order to provide the necessary information in each subject in the most effective manner.
- Reviews the work of new employees while they are completing a training program to ensure effective learning and progression through the program.

For Fiscal Option (in addition to the general duties):

- Performs fiscal analyses and prepares recommendations relating to the status of various fund balance projections, fiscal transactions, and related financial activities; analyzes findings and prepares recommendations for department management.
- Participates in the preparation of the department's annual budget, including analysis and estimates of expenditures and analysis and projections of revenues.
- Reviews financial data on an on-going basis to ensure conformance with established guidelines.
- Recommends and establishes general fiscal procedures to improve department operations based on cost/benefit studies.
- Completes the quarterly County Expense Claim to the State of California for payment, and oversees the balancing and reconciliation of accounts.
- Assists in the fiscal and accounting oversight, monitoring, and management of contracts, grants, and other funding/expenditure sources.

For Program Analysis Option (in addition to the general duties):

- Plans, identifies, and analyzes program administration problems and develops solutions.

- Reviews existing and proposed local, state, and federal legislation/regulations for impact on the department's activities, consults with department personnel; develops recommendations; and prepares proposed changes.
- Performs departmental quality assurance duties by reviewing casework and analyzing time studies and production analyses.
- Extracts and reviews data to prepare reports consisting of specific program/caseload data to monitor progress toward goals, including progress of Quality Improvement Plan.

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

For Staff Development Option (in addition to general KAs):

Knowledge of:

- Principles and practices of employee training and development.
- Adult learning processes.
- Variety of training programs for employee development.
- State and federal laws and regulations related to public assistance programs.

- Basic training needs assessment practices.
- Basic training techniques and methods (e.g. lecture, group exercises, handouts, quizzes).

Ability to:

- Plan, organize, and conduct presentations, workshops, and training sessions on a variety of topics.
- Create visually appealing and understandable training aids and presentations using presentation software.

For Fiscal Option (in addition to general KAs):

Knowledge of:

- Budget preparation and control, basic accounting principles.
- Methods and procedures of governmental budget preparation and control.
- Financial statement preparation.
- Cost/benefit analysis.

Ability to:

- Perform budget, grant, and contract analysis, preparation, and monitoring.
- Analyze and make effective recommendations regarding financial and accounting procedures.
- Compile, compute, and summarize data related to the acquisition, distribution, and utilization of funds.

For Program Analysis Option (in addition to general KAs):

Knowledge of:

- Theories, principles, goals, and objectives of public social services/child support services.
- Laws, rules, and regulations governing assigned program areas.
- State and federal laws and regulations related to public assistance programs.

Ability to:

- Apply program planning principles and techniques to problems and issues.
- Build coalitions among groups with differing needs and objectives.
- Plan and evaluate social service/child support programs.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

TRAINING AND EXPERIENCE

Pattern 1: Graduation from an accredited four year college or university with a bachelor's degree;

OR

Pattern 2: Two (2) years (60 semester or 90 quarter) of college units;

AND

One (1) year of full time experience as an Eligibility Specialist III, Integrated Case 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 Specialist II, Integrated Case Worker II, Employment and Training Worker II, Account Clerk III, 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

Some positions in this classification may require possession of a valid California Driver License. Employees who drive on County business to carry out job-related duties must possess a valid California Driver license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.