

# JOB DESCRIPTION

## Town of Little Elm, Texas

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty connected with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in the job description sheet.



<b>Job Title: Management Analyst – Administrative Services</b>
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**Department:** Administrative Services

**Reports To:** Assistant to the Town Manager

**Pay Grade-Step:** 108

**Category:** Full-Time

**FLSA Status:** Non-Exempt

### **JOB SUMMARY**

Under general supervision of the Assistant to the Town Manager, the Management Analyst provides administrative and management support to the Administrative Services Department (Town Manager’s Office and Human Resources), including special projects requiring a high level of analytical skills. The candidate must be highly motivated and strive for success by demonstrating Little Elm’s Core Values of Integrity, Customer Service, Efficiency, and Innovation.

This position is expected to perform the full-range of administrative and professional duties. Assignments are broad in scope and require the use of independent judgment and initiative.

### **EDUCATION/TRAINING/EXPERIENCE**

1. Graduation from an accredited college or university with a Bachelor’s Degree in Public Administration, Business Administration, or a related field.

### **LICENSES OR CERTIFICATES**

1. Must be bondable.
2. Valid Texas Drivers License

### **CONDITIONS OF EMPLOYMENT**

1. Must pass criminal background check.

### **LANGUAGE SKILLS**

2. Ability to read, write, and speak English fluently.
3. Ability to respond to common inquiries or complaints from customers, regulatory agencies or authorities, or members of the local business community.
4. Good verbal and written communication skills are essential.

### **OTHER SKILLS & ABILITIES**

1. Must represent the Town of Little Elm’s culture of Servant Leadership and core values of Integrity, Customer Service, Efficiency, and Innovation.
2. Ability to establish and meet deadlines.
3. Self motivated.
4. Demonstrate a willingness to perform duties in a team environment.
5. Ability to assist in the preparation of reports regarding strategic planning, performance measures, Council initiatives, and research projects related to the Town Manager’s Office and Human Resources.

6. Ability to work independently with limited direction relying on his/her own judgment, requesting supervisory assistance only when necessary, and seeking performance feedback periodically.
7. Maintains knowledge by continuing professional education and staying aware of the new concepts and innovations in the field of public management and local government service delivery.
8. Must possess strong organizational skills and be entrepreneurial energetic, and imaginative.
9. Knowledge and skill in the use of a computer including Microsoft Office Suite: Word, Excel, PowerPoint, and other office-oriented software.
10. Data entry and file set-up.
11. Skill in effective oral and written communications.
12. Skill in effectively managing multiple projects.
13. Ability to effectively communicate and interact with supervisors, other employees, government officials, and the general public.

### **REASONING ABILITY**

1. Ability to interpret a variety of instructions furnished by management in written, oral, diagram, or schedule form.
2. Experience in prioritizing, planning, and scheduling, works independently in the absence of specific instructions or supervision.
3. Ability to comprehend complex policies, procedures, regulations, organizational structures etc. in a short time frame.

### **PHYSICAL DEMANDS**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to operate various machines and/or equipment; and reach with hands and arms. The employee frequently is required to talk and hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. It is a primarily an office environment.

### **ESSENTIAL JOB FUNCTIONS**

1. Prioritize work load effectively; relay instruction, information and decisions as directed.
2. Serves as the primary receptionist for phone calls and visitors in the Town Manager's Office.
3. Reconcile monthly purchasing card expenses for all departments.
4. Assist with coordinating the annual Citizens Government Academy.
5. Make both formal and informal presentations to staff members, officials, and the general public.
6. Conducts, coordinates, and develops reports on assignments generated by the Assistant to the Town Manager, maintaining updated status information on these assignments.
7. Assist with the Strategic Planning process and Performance Measurement program.
8. Complete research, surveys and other special projects, as directed by the Town Manager, Deputy Town Manager, Assistant Town Manager, Human Resources Director, and/or Assistant to the Town Manager.
9. Analyze data from research, make effective decisions, and prepare appropriate recommendations.
10. Administers the Town's Wellness Program.
11. Investigates citizen, customer, staff and council concerns, researches issues involved, consults pertinent internal departments, analyzes and shares findings, coordinates and facilitates action taken by departments when necessary, directly communicates with the general public for identification of service needs and addresses concern with appropriate written, verbal or in-person follow-up on behalf of the Town.
12. Assists in maintaining a variety of files and records for information related to the Administrative Services Department.
13. Assist in the development and monitoring of Administrative Services and Town Council budgets.
14. Learns the rules, regulations, standards, policies and procedures for a wide variety of municipal activities.
15. Track special projects to ensure milestones are met.
16. Represents the Town at various civic, community, Town Council and Town staff meetings when requested; prepares material for such meetings, and organizes and leads internal staff committee meetings when the need arises.

17. Researches various Town policies and procedures; drafts proposed modifications and develops recommendations.
18. Drafts letters, memorandums, speeches, manuals, editorials, etc. as requested.
19. Departmental web contact and updates web pages.
20. Travels off site to attend meetings, conferences, and training.
21. Performs other duties as assigned.

**E.O.E.** The Town of Little Elm does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.