



Job Description

Job Title: Management Analyst

Department: Administration

Education Required:

Four (4) year undergraduate and Master's degree in Public Administration. Equivalent combination of experience and training will be considered.

Type of Position:

- Full-time
- Part-time
- Intern

Hours: 40 hours/week

- Exempt
- Nonexempt

General Description:

The position will report to a Department Director or Administrator as assigned by the Village Administrator. Under the assigned Director, this position is a key operational member of the Village's management team. The individual performs a wide variety of complex research, analytical, financial support, management tasks and special project coordination throughout the Village. Routine job tasks may be specific to the operational department to which the position is attached i.e. Administration, Finance Department, etc.

Essential Functions of the job:

- Responds to a variety of resident inquiries, complaints and requests for services and promotes and maintains responsive community relations.
- Performs management analyses and prepares reports and other policy documents to serve as a basis for action by the Village.
- Performs other administrative and management duties as assigned by the Administrator or their designee.
- Assists the Administrator in reviewing materials, collecting and organizing data, assembling and preparing reports and communications and improving organizational efficiencies.
- Assists with administration of Village benefits (health care, EAP, etc.);
- Maintains personnel files as directed.
- Serves/assists as safety coordinator for Village. Responsible for IRMA IMAP/MSP review, coordinates employee Safety Committee activities, ensures accident review board recommendations are implemented, coordinates required Village and department training, coordinates all Village claims with IRMA, coordinates development and consistent implementation of contractual risk transfer program.
- Assists in maintaining a safe work environment for employees, develops standards and procedures for safe work practices, instructs employees on safe work practices. Confirms that Safety Committee recommendations for all departments are completed. Assists in identifying adverse organizational loss trends. Attends appropriate risk management training and makes recommendations for department staff training.

- Assists with personnel related matters including employee recruitment and selection of non-sworn positions, and in the administration of the Village Personnel Policy Manual as well as other personnel policies and procedures.
- Assists with the coordination of maintenance, development and administration of the Village website and the weekly E-newsletter.
- Serves as staff liaison for special events, both for employees and the community.
- Attends Village Board meetings and other meetings as directed.
- Assists with compilation of bi-monthly agenda and Board and committee workshops and special meetings. Assists with periodic Board reports.
- Serves as back-up for the Deputy Clerk, performing a full range of duties in the absence of the Deputy Clerk, including serving as a Freedom of Information Act (FOIA) contact if needed.
- Assists with economic development activities, social media and marketing initiatives, conducts research as needed, assists with project review. Serves as staff liaison to Commissions as assigned. Serves as staff person/analyst for business licensing for the Village.
- Assists with Village communication to include drafting press releases, social media posts and other communication pieces from the Village.
- Assists with day to day duties and special projects, may represent the Village Administrator's Office as needed.

Safety and Risk Management Responsibilities:

All employees are expected to exercise their responsibility for employee safety and risk management. Adherence to safety requirements is considered an important measure of employee performance evaluation. Employees are responsible for complying with all established safe work rules; reporting all accidents and injuries immediately and cooperating in all accident and injury investigations by supplying full and complete information; submitting recommendations for safety and efficiency, as well as reporting defective equipment and unsafe conditions; using safety equipment provided for personal use in performing daily work assignments; only operating equipment trained and authorized to operate; providing public protection from unsafe conditions and hazards resulting from municipal work operations; and participating in special safety activities such as departmental safety committees, job safety analysis, and special training sessions. Other responsibilities with regard to employee safety are detailed in the Safety Manual under Sections 3.00 and 5.00, pages 7 and 9 respectively.

Knowledge and Skills:

Comprehensive skill, experience and knowledge in the following: document preparation; customer service; organization

Supervisory Responsibilities: This position does **NOT** require supervisory responsibilities.

Competencies:

Interpersonal Skills - Maintains confidentiality; Listens to others without interrupting; Remains open to others' ideas and tries new things.

Ethics - Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Completes administrative tasks correctly and on time; Follows instructions and responds to management direction.

Communication - Listens and gets clarification; Responds well to questions; Speaks clearly and persuasively in positive or negative situations; Writes clearly and informatively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed; Contributes to building a positive team spirit; Shares expertise with others.

Adaptability – Able to adapt to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Technical Skills - Assesses own strengths and development areas; Pursues training and opportunities for growth; Strives to continuously build knowledge and skills; Shares expertise with others.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Computer Skills: Working knowledge of and ability to use with skill Microsoft Office Products. Use personal computers, smart phone, fax machines, copiers, calculator and other equipment as technology demands. Ability to develop functional skills related to utilizing software specific to departments/tasks in which responsibilities lie. (i.e. employee benefit software, BS&A, ticket & code enforcement software, Adobe InDesign, etc.)

Other Qualifications: Valid Illinois driver's license.

Travel: Some local travel may be required of the position.

Physical Demands:

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit for long periods of time; use hands to finger, handle or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl. The employee must lift and/or move up to 25 lbs.

Work Environment:

The noise level in the work environment is usually moderate.