

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Management Analyst I GRADE: 18 DATE: 7/9/2018
SERIES: Corporate Management CODE: 1143 EEO: Professional FLSA: Non-Exempt

Class Definition:

Under general supervision and within Department of Human Resources and Management, serves as an entry level analyst to management for Commission-wide corporate policies, programs and managerial studies. Assesses regulatory compliance, effectiveness, efficiency and other characteristics of management at various organizational levels, in program analysis by assessing regulatory compliance, productivity, quality, costs-benefits and other aspects of programs/services. Performs a range of mainly developmental-level assignments. Makes recommendations to improve organization structures, processes, procedures, staff levels, work methods/techniques, responsiveness, quality and the like. Performs complete, mainly developmental-level assignments that help provide objective information and sound analyses to managers for making decisions on administrative management and/or program management matters. Some work is confidential or sensitive. Some work has important impact at department, division or lower unit level, directly or indirectly as part of a larger study/project; some work is highly confidential. Applies knowledge of management analysis or program analysis along with working knowledge of the administrative and programmatic matters studied to ensure work products and services are complete and sound. Performs various types of analyses and solves conventional problems. Interacts with people inside and outside the organization to exchange information, coordinate, instruct and guide. Performs other duties, as assigned.

Work is assigned in terms of specifics, including known and anticipated problems, and is to be performed in strict adherence to guidelines (which include instructions of the supervisor or a higher-grade employee); the incumbent plans the detailed work steps within these parameters, resolves commonly encountered problems on own by selecting and applying the appropriate guides, and is to seek assistance with non-routine problems/issues. Work is evaluated in terms of compliance with guidelines, quality, quantity, timeliness, teamwork, customer service and other factors.

Examples of Important Duties:

1. Conducts complete studies, or discrete or interrelated parts of studies, of organizations and/or programs and services, mainly at department or division; parts of studies conducted on own, or as part of a larger study done by a team, may have Commission-wide scope. Conducts studies for realignment of functions and reorganizations, and improvement of long-range planning. Recommends and develops, or revises, standards for programs and services in consultation with work program managers. Provides advice on management or program analysis.
2. Uses fact finding and investigative techniques such as interview, survey and qualitative measures to:
 - Assist with performing research to identify, and then pay close attention to, emerging administrative management and program management problems;
 - Assist with analyzing and evaluating the effectiveness of program operations in meeting established goals and objectives;

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- Assist with research and investigate new or improved business and management practices for application to division-wide/department-wide programs or operations;
- Analyze management information requirements to develop requirements for program or administrative reporting systems including data gathering and analytical techniques;
- Assist with developing new or modified administrative program policies, regulations, goals, or objectives;
- Assist with developing management and/or program evaluation plans and procedures;
- Assist with developing procedures and systems for establishing, operating, and assessing the effectiveness of administrative control;
- Conduct management surveys to determine compliance with department or division regulations, procedures, sound management practices, and effective utilization of staff;
- Assist with analyzing and evaluating department-wide, division-wide or lower management functions and activities being considered for conversion to contract operations; develops workload-based staff-contractor standards to determine staff-contractor mixes; and recommend outsourcing or insourcing;
- Identify resources (staff, funding, equipment or facilities) required to support varied levels of program operations; and
- Review administrative audit and investigative reports to determine appropriate changes or corrective actions required.

3. Performs such supporting and related functions as:

- Maintains confidentiality of data, including legally-protected personal information, proprietary and pore-decisional information not subject to public information disclosure, sensitive programmatic data, and other sensitive data.
- Stays informed of developments in management science, management/program analysis and related disciplines, and of changes in guidelines applying to the areas of work focus; builds one's knowledge and skills in management analysis and/or program analysis.

Important Worker Characteristics:

- A. (1) Knowledge of, and skill in applying, the concepts and principles of management science, organizational theory and related bodies of information, as well as baseline data collection, analytical and evaluative methods and techniques of the management domain to identify, analyze, evaluate and recommend improvements to administrative management or program management;
- (2) Ability to rapidly acquire working knowledge of County, Maryland, and Federal codes or guidelines as well as key principles and practices of the administrative and programmatic matters of study sufficient to prepare sound and complete analyses covering specific developmental-level assignments;
- (3) Knowledge of Commission organization, policies, and procedures*.

**Typically acquired or fully developed primarily after employment in this job class*

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- B. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem.
- C. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand.
- D. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member of a team.
- E. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Business Management, Public Policy, History or any related field emphasizing analysis, research and policy.
2. An equivalent combination of education and experience may be substituted, which together total 4 years.

Working Conditions:

Works in an office setting; may work outdoors briefly on an incidental basis. Work is primarily sedentary and requires very light to light physical effort. May be subject to various job demands such as high volume of work and tight deadlines.