

PROGRAM SPECIALIST (PERFORMANCE ANALYSIS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class conducts studies for use in developing, analyzing and recommending revised or new administrative and/or operating methods and procedures. Responsibilities include coordinating the design and implementation of automated information systems consistent with the department's need for data gathering; statistical reporting; and monitoring cost, productivity and utilization of services. This position differs from Senior Management Analyst in that the latter involves complex assignments, in which the incumbent performs the initial organization and planning and oversees and monitors the project in terms of time and resources. Supervision is not normally a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Conducts assigned management and operational studies and audits of service indicators, cost factors, organizational issues, regulatory requirements, and other requirements of management;

Determines any weakness in program operations, its cause, and formulates recommendations for corrective action;

Designs or selects criteria for measuring program effectiveness and compliance;

Gathers all pertinent background information from related reports and documents;

Confers with Information Technology representatives to work out the details of automated systems applications and procedures for data gathering and reporting to improve the efficiency and effectiveness of a given program or departmental operation;

Interprets new reporting requirements to ascertain if changes are required to existing information systems, analyzes their impact and ensures that needed modifications are made to satisfy these requirements;

Develops plans of action, study techniques to be used, and tentative schedules on assigned projects to ensure compliance with management time requirements;

Prepares periodic reports to inform supervisor on the status of projects, and to elicit guidance on changes in approach when warranted;

Analyzes data and develops reporting mechanisms to meet departmental or regulatory requirements;

Prepares, reviews, analyzes and interprets various financial policies and reports to insure compliance with project objectives;

Prepares pertinent analyses, such as cost/benefit analysis, systems alternatives analysis or alternative problem solutions analysis, when appropriate;

Develops recommendations based on findings;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Drafts reports, including findings and recommendations along with supporting charts and documents for review by supervisor;

Provides technical assistance to program managers in implementing new or modified systems and procedures;

Reviews and designs data collection instruments, user manuals and report formats;

Coordinates the efforts of clerical employees in compiling portions of specific studies, surveys, projects and special documentation, as required;

Conducts training programs to implement management improvements;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

Assists in developing methods of data collection and data reporting formats for Performance Measurement;

Uses spreadsheet, database or other software to collect, record and provide reports to management of performance indicators and measures using financial, statistical, budgetary and operational data;

Provides initial level analysis of data collected, including evaluation of data accuracy and relevance, and will take initiative in doing follow-up research if data problems are suspected;

Participates in "problem solving" discussions with higher level staff regarding Performance Measurement data collection and reporting problems;

Collect, organize and maintain files of documents, data, and reports which can be easily accessed by staff involved with Performance Measurement;

Interacts with staff in all divisions of Public Works, and when requested will provide assistance to staff from other County departments in a collaborative effort to establish Performance Measurement County-wide. The incumbent will also have some contact with other municipalities and agencies in order to research techniques successfully used elsewhere to implement Performance Measurement and to research "benchmarks" that can be used to measure performance;

Will have other duties as assigned, including collecting data and developing reports on departmental activities that may be only indirectly involved with Performance Measurement.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of effective organization and management principles and practices; good knowledge of the techniques and methods used in administrative analysis; knowledge of automated and manual procedures and the application of the systems approach to improving information requirements; ability to identify, recognize and develop solutions to management and organizational problems; ability to support recommendations both orally and in writing to supervisory and affected program staff; ability to conduct interviews and to establish and maintain effective relationships with staff and program officials; ability to gather and organize pertinent data; ability to recognize implications and applications of organizational and management principles in the analysis of problem areas; ability to prepare detailed written reports and procedures; ability to comprehend and carry out written oral instructions; ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; resourcefulness; good judgment; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and six years of experience where the primary function of the position was in cost, financial or statistical analysis, budgeting, auditing, and/or organizational planning in an automated systems environment, two years of which must have been at a supervisory or administrative level.

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Bachelor's or Master's Degree in Accounting, Economics, Finance, Business Administration, Public Administration or related field may be substituted on a year for year basis for up to five years of the above stated experience. There is no substitution for one year of supervisory or administrative experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

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Job Class Code: C3152
Job Group: X