

Job Performance Planning and Evaluation Program

JOB PERFORMANCE CATALOG
For

ADMINISTRATIVE ANALYST 2
and

ANALYST 1 flexing
to Administrative Analyst 2 positions

To be used for developing Job Performance Plans
January, 2009

ADMINISTRATIVE ANALYST 2

Major Job Responsibilities

- 3666. Plans and Conducts Research Studies
- 3667. Conducts Meetings to Gather or Review Information
- 3668. Preparation of Reports
- 3669. Maintains Records, Reports, and Manuals
- 3670. Cooperation and Technical Assistance
- 3671. Decision Making/Problem Solving
- 3672. Communication
- 3673. Supervision
- 3674. Conducting Training

3666. Plans and Conducts Research Studies

- 3666A. Completes difficult studies without extensive supervision or need for correction of methods by others.
- 3666B. Establishes and maintains a realistic schedule. Efficiently uses time and material resources.
- 3666C. Develops a strategy for collecting information appropriate to the nature of the study. Reviews and utilizes existing data and information (previous studies, computer printouts, etc.).
- 3666D. Conducts effective interviews by gathering and clarifying all relevant information and preparing a complete record.
- 3666E. Prepares surveys, questionnaires, interview questionnaire forms, and related materials with clear format and instructions.
- 3666F. Logically analyzes results from data collected. Performs all necessary statistical calculations accurately.
- 3666G. Logically and thoroughly interprets results. Develops sound conclusions and/or recommendations for change.

3667. Conducts Meetings to Gather or Review Information

- 3667A. Arranges all meetings in advance. Effectively communicates the purpose and significance of each meeting to all participants.
- 3667B. Well prepared materials and structure of the meeting arranged and planned in advance.
- 3667C. Clearly and personably explains purpose of meeting, and responds effectively to questions.
- 3667D. Controls course of the meeting, answers relevant questions but does not allow meeting to digress or "waste time."
- 3667E. Obtains and clarifies all relevant information, listens well, and asks appropriate questions.
- 3667F. Maintains composure, resolves conflicts, and enhances enthusiasm of group by example.
- 3667G. Closes meeting in positive way, on time, expressing appreciation, and explaining what will happen next.

3668. Preparation of Reports

- 3668A. Prepares routine reports without extensive supervision.
- 3668B. Prepares reports on schedule.
- 3668C. Prepares reports that contain all information necessary for accomplishment of their purpose - including a complete description of background and objectives, methods and procedures, results, conclusions, and interpretations, etc.
- 3668D. Writes reports that are clear, concise, well-organized, and easily read. Always writes reports using the format and style consistent with division policy.
- 3668E. Fully labels and explains tables, figures, and statistical data.
- 3668F. Produces critical data and calculations that are error free.
- 3668G. Presents interpretations, conclusions, and recommendations that are logically and fluently expressed, developed, and supported.

3669. Maintains Records, Reports and Manuals

- 3669A. Maintains and updates pertinent records, reports, and manuals in an orderly manner. Maintains correspondence and other documents for easy retrieval when needed.
- 3669B. Strives to make improvements in recordkeeping systems.
- 3669C. Allows only authorized persons access to confidential data and information.

3670. Cooperation and Technical Assistance

- 3670A. Provides constructive suggestions for improving work unit procedures. Effectively acts as a resource by willingly sharing information and expertise.
- 3670B. Establishes effective working relationships with departmental staff and staff of other agencies.
- 3670C. Appropriately links agency staff with needed resources. Identifies problems and concerns and acts as a liaison between staff or agencies in resolving them.
- 3670D. Effectively demonstrates tact in dealing with others in difficult or unpleasant circumstances. Shows flexibility in properly handling unexpected situations.

- 3670E. Represents the department, division, or section in a professional manner when attending meetings or conferences.
- 3670F. Provides clear and accurate interpretation of policies, procedures, and regulations to departmental staff, staff of other agencies, and the public. Assists in implementing new policies, procedures, and programs in a constructive manner.

3671. Decision Making/Problem Solving

- 3671A. Recognizes when to make a decision independently and when to consult the supervisor or other staff.
- 3671B. Accurately determines critical and non-critical aspects of a situation, and gathers information according to these priorities.
- 3671C. Makes decisions or reaches solutions that demonstrate assimilation of all relevant information and consideration of possible alternatives.
- 3671D. Appropriately and effectively incorporates decisions into plans and/or actions.

3672. Communication

- 3672A. Speaks with others in a clear, courteous manner, using language and presentation style appropriate to the situation.
- 3672B. Completes all written correspondence promptly. Uses a clear writing style free from grammatical, spelling and typographical errors. Routes appropriate copies correctly.
- 3672C. Produces correspondence that is accurate, concise, and relevant to the intended purpose.

3673. Supervision

- 3673A. Assigns work to employees to maximize unit effectiveness and promote employee development.
- 3673B. Insures that new employees are provided a thorough and complete orientation to their jobs and the work unit.
- 3673C. Identifies training needs of staff, and develops training plans to enhance staff competence.
- 3673D. Remains available for consultation with employees to clarify assignments or resolve problems. Regularly provides feedback

to employees regarding their job performance. Manages substandard performance tactfully and constructively.

- 3673E. Routinely informs employees of changes in policy and procedure affecting their job responsibilities.
 - 3673F. Manages disciplinary actions or grievances objectively and effectively.
3674. Conducting Training
- 3674A. Logically relates training content and methods to identified training needs.
 - 3674B. Clearly conveys course objectives to participants. Presents training content clearly and systematically. Listens well and responds to participants' questions without allowing digressions.
 - 3674C. Uses printed and/or audio-visual materials appropriately to enhance instructional content.
 - 3674D. Constructively handles criticism and differences of opinion.