

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Government Services Analyst

CLASS CODE: 1625

GENERAL DESCRIPTION OF DUTIES:

Incumbents define, measure and analyze services provided or other organizational outcomes by and across City agencies and provide support services to those agencies to achieve greater operational efficiency and improve service delivery.

DISTINGUISHING CHARACTERISTICS:

This is a mid-level professional classification in the General Administrative Series – Administrative and Executive Assistant Group within the City of St. Louis. Incumbents within this classification perform complex duties with a variety of related tasks. The distinguishing characteristics of this classification within the series include field research, data collection and analysis, customer and competitor interviews, and client meetings.

Incumbents work under general direction. They are generally a member of an organizational unit, plan and carry out assignments with considerable independence, and have some latitude in developing procedures and methods. Supervision is given by occasional conferences.

This is an individual contributor class, meaning the incumbent is responsible for his/her own work including output, quality and timeliness. Incumbents may, however, explain work processes and train others, such as new employees, in the same or similar job title. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system and as a member of a collaborative problem-solving team

EXAMPLES OF WORK (illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Identifies and tracks a department's most significant cost drivers.

Researchs peer and competitor operations via surveys, interviews, and research.

Establishs trend data and sets benchmarks.

Solicits perceived causes of inefficiency from managers and field personnel.

Analyzes data and identifies other causes of inefficiency.

City of St. Louis
Government Services Analyst

Analyzes departmental business problems from various angles and develops preliminary hypotheses for its cause.

Studies the client's organization, operations, customers or competition to test the hypotheses.

Assists city managers in identifying performance problems.

Designs solutions to overcome political and operational obstacles and implements the solutions when appropriate.

Recommends a solution and presents it to the client, or implements it.

Designs ways to better align management and labor incentives to achieve the best interests of the city.

Identifies training and operational needs.

Works with departments to define mission, goals, and objectives.

Advises departments on issues related to business strategy.

Identifies and surmounts obstacles to solutions (e.g. ordinances, lack of information, etc.).

Organizes regular accountability meetings to keep track of progress.

Spot checks field personnel and performance to ensure quality of work and data.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to establish criteria to define consequences and develop alternatives.

Human Interaction:

Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as personal computer, telephone, calculator and/or related materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of reference, descriptive and advisory data and information such as project status reports, computer software operating manuals, technical operating manuals, graphic design manuals, service request forms, program documentation and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division; calculate decimals and percentages; perform moderately complex algebraic, geometric and trigonometric operations; ability to interpret descriptive statistics.

Functional Reasoning:

Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objective.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

Environmental Factors:

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to irate individuals poses a very limited risk of injury.

Physical Requirements:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five (5) to ten (10) pounds, such as peripheral computer equipment.

Tasks may involve extended periods of time at a keyboard and/or workstation.

Sensory Requirements:

Requires the ability to recognize and identify individual characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks, such as testing computer programs.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the City.