



CLASSIFICATION NO. 626
Established: 3/18
FLSA: Exempt
EEO: 2

POLICY, PERFORMANCE AND RESEARCH ANALYST

CLASS CHARACTERISTICS

Under direction, to provide specific and comprehensive professional research and analyses on department, cross-divisional or cross-functional issues, projects or programs that have financial, organizational, policy and/or service importance and impact; to analyze effectiveness of department policies, practices and operations, and recommend changes; to develop and recommend policies and procedures; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Policy, Performance and Research Analyst provides comprehensive professional analysis, forecasting, planning and assistance to support business operations, and performs project management and guidance on complex studies. Incumbents examine and evaluate organizational structures, administrative policies and management systems to determine the most effective methods of accomplishing work or implementing changes. Assignments are broad in scope and require expert professional judgement and understanding of complexities within department, cross-divisional or cross-functional projects, initiatives and operations. Studies typically contain findings of major significance to the department, and often serve as the basis for new or significantly revised policies, systems, procedures or programs which impact quality and quantity of operations and services. These studies require more in-depth, focused conceptual and analytical processes than is typical in the Management Analyst classification series.

Policy, Performance and Research Analysts have considerable interaction with department's senior management, employees and other stakeholders, and generally report to a department executive director, division director or senior manager. Effective collaboration, communication and project management skills are essential to the scope of work within this classification series.

Policy, Performance and Research Analyst differs from Policy, Performance and Research Analyst, Senior that reports to and has a close partnership with a department executive director and serves as a staff member on the department's management team. It also differs from the Management Analyst series which provides professional and varied analysis and assistance to management typically within administrative, fiscal and/or operational matters.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Plans, identifies, and conducts comprehensive research studies and operational improvement projects to analyze effectiveness of department policies, programs, services,

systems and operating procedures; determines appropriate methods of approach and analysis, including involvement of internal staff and collaboration with stakeholders; develops scope and timelines, including identifying and utilizing resources and mitigating difficulties; establishes criteria to identify and measure quality, effectiveness and compliance; designs, collects and may oversee collection of data; conducts data analysis and quality reviews.

2. Develops, recommends and audits department performance measures; evaluates performance in relation to department/division goals and budget; conducts quality and compliance audits to assist management with performance management; supports business planning efforts by providing recommendations on organizational improvement methods; leads and facilitates planning meetings with cross-functional and interdisciplinary teams to identify organizational improvements; assists in business planning process to identify major outcomes, cost of service, customer needs and ways to measure effectiveness, efficiency and general performance; supports department staff in documenting work flow and business processes, applying principles of continuous improvement, and integrating performance information into organizational decision processes.
3. Coordinates work performed by consultants and/or internal department project team staff conducting studies or surveys of organizations, programs, systems and methods; develops and organizes project scope and timelines; recommends project budget; develops contractor statement of work; manages project steps and incorporates effective participation of project team members and stakeholders; provides organizational support, research and materials; monitors and tracks project budget, schedule and performance; coordinates project activities with department work groups and with stakeholders; monitors and evaluates contractor performance; recommends changes to project plan in response to unforeseen changes or unexpected results; obtains approvals to proposed changes in project scope, budget, or schedule; verifies quality of project deliverables.
4. Evaluates, organizes and reports findings, and forecasts trends; identifies and recommends options or solutions and their associated benefits or impacts; researches and incorporates current best practices and research, and emerging trends; prepares comprehensive reports and presentations, including submissions/reporting to outside agencies; presents information to department leadership/executive management.
5. Recommends changes to policies and operational systems to improve quality, contractual and/or regulatory compliance, and revenue performance or to mitigate operational risk; develops, writes or revises policies and procedures; provides implementation options; develops and recommends methods to improve operations; develops processes for systematic organizational improvement.
6. Analyzes budget requests, evaluates fiscal and operational impact; reviews for compliance with federal, state and local legal guidelines; prepares reports to document impact and approval or denial recommendations; advises division directors on cost analyses and fiscal allocations.
7. Analyzes federal and state legislation and administrative rules, including pending or proposed changes that significantly impacts department operations and services;

determines effects and costs: coordinates with PGA to research and prepare background information for use by senior management; assists in preparing department's response options on issues; plans and designs systems and changes in operations and procedures in order to align with regulatory requirements.

8. May lead the work of assigned professional and administrative staff; provides daily work direction; assigns work; trains employees; checks completed work and ensures completion within established time and budget guidelines.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Principles and practices of public administration, project management, organizational processes and design, budget preparation and administration techniques; legislative processes and local government operation; government accounting practices; techniques of contract and grant preparation and administration; office methods and procedures; quantitative analysis and statistical research methods, techniques and procedures; English grammar and composition; applicable federal, state and local statutes, regulations and rules; trends, emerging innovations and best practices in quality measurement, performance improvement and other subject areas relevant to responsibilities; principles of public and community relations; techniques of supervision and facilitation.

Skill to: Communicate effectively, both orally and in writing, including group/public presentations; lead or coordinate the work of professional staff; evaluate and develop improvements in operations, policies, procedures and methods; plan and conduct difficult technical and policy research projects; analyze complex issues and problems from multiple perspectives; identify and evaluate alternative solutions and recommend effective courses of action; prepare clear and concise comprehensive and technical reports; evaluate budget and grant proposals, establish and maintain effective working relationships with department and County staff, external organizations such as local, state and federal agencies, consultants, citizen groups, community service organizations, and the public.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of four (4) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications:

The following licensure/certifications are required at the time of hire.

- Some positions may require certification as a Qualified Mental Health Associate or other professional certification to meet qualification as mandated by Oregon Administrative Rules.

PRE-EMPLOYMENT REQUIREMENTS

Positions within the County's Criminal Justice agencies must successfully pass an extensive background investigation which may include national fingerprint records check; some positions within Non-Criminal Justice agencies must successfully pass a criminal history check which may include national or state fingerprint records check.

All positions within the County's Criminal Justice agencies and the Housing Authority of Clackamas County must pass a pre-employment drug test.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

Edited: 12/20