

Administrative Analyst Job Description

Duties and Responsibilities:

- Proffer recommendations on the formulation of policy and procedures, and staffing and organizational changes
- Carry out survey and research, as well as perform statistical analysis to address administrative, fiscal, personnel, and/or operational problems
- Provide support in the design, implementation, and installation of new and modified programs, systems, procedures, methods of operation, and forms
- Compiles materials necessary for the preparation of budgets, reports, manuals, and publications
- Perform coordination of departmental activities with outside agencies and represent the department in committee meetings as required
- Respond to complaints and requests for information
- Responsible for developing proposals and forecasts
- Serve on interdepartmental committees when needed and also make oral presentations
- Provide support in the marketing of the organization's services
- Provide support in the administration of leases, permits, contracts, and/or grants where applicable
- Carry out administrative investigations as required
- Responsible for the interpretation/application of federal and state regulations, memoranda of understanding and city policies and procedures
- Provide customer service to those contacted in the course of work
- Undertake research and analysis on specific issues as required
- Prepare non-routine letters and reports, which may be sensitive and confidential in nature
- Organize the disposition or resolution of conflict among staff, as well as on individual problems that may arise.

Administrative Analyst Requirements – Skills, Knowledge, and Abilities

- Education: Applicants for the administrative analyst job are usually required to possess a minimum of Bachelor's degree in Public or Business Administration, Economics, Accounting, or Finance, or a degree in a related field
- Abilities: They are required to have the ability to make administrative and procedural decisions and judgments on sensitive, confidential issues. It is also vital that they are able to interpret and apply rules, regulations, laws, ordinances, and policies, and make appropriate decisions
- Knowledge: They should have an understanding of office management principles and procedures; principles and practices of statistical analysis, and personnel administration. They must be able to apply research techniques, methods, and procedures. They must also be familiar with various methods of reporting information. To perform their job successfully they must be knowledgeable in the principles, methods, and practices of finance, budgeting, and accounting
- Computer skills: They should be skilled in the use of computers, and should possess advanced knowledge of applications, including database management, word processing, spreadsheet, and/or presentation software
- Organizational skills: They must be organized, able to plan, develop, and manage multiple projects. They must also have the ability to establish priorities and work with multiple deadlines
- Self-starter: They must possess the ability to work independently or with minimum of supervision
- Customer service skills: The administrative analyst job description requires them to handle sensitive information, deal with various kinds of people, handle complaints, and resolve problems; so it is important that they have customer service skill to deal with people in a courteous manner and provide support to staff where necessary
- Communication skills: It is important that they can communicate effectively both orally and in writing

- Presentation skills: Administrative analysts may be required to make presentations while representing the department in meetings, so it is vital that applicants for this position possess good presentation skill, to be able to effectively present information to various audiences in a group setting
- Interpersonal skills: They must be able to establish and maintain effective working relationships with employees, the general public and others contacted in the course of work
- Analytical skills: It is important that they can draw inferences and cause/effect relationship from available information or data, and then apply it in the review and analysis of organizational and administrative problems. They must also be able to recommend and implement effective courses of action.