

POSITION SUMMARY

Under the general direction of the Budget and Finance Director, this position is primarily responsible for performing comprehensive program and policy analysis and related research for the Bureau; gathering, reviewing, and organizing data from all bureau work units to identify trends, deficiencies, and best practices related to program integrity, processing timelines, and quality control systems; troubleshooting problems or issues; developing alternatives, options, or plans of action based on the results of analysis; creating performance measures and tracking systems; monitoring and preparing reports on bureau performance; serving on process improvement teams and recommending process improvement solutions; researching best practices; and implementing the Department Lean Six Sigma initiatives.

This position will also be responsible for assisting the Bureau Director with program planning and program evaluation; performing related financial activities which may include budget analysis and grant management; and performing comparable analytic functions.

GOALS AND WORKER ACTIVITIES

- 35% A. Perform comprehensive program and policy analysis and related research for the Bureau of Budget and Finance. Gather, review, and organize data from all bureau work units to identify trends, deficiencies, and best practices related to program integrity, processing timelines, and quality control systems.**
- A1. Utilize statistical methods and tools to gather, review, and organize data.
 - A2. Utilize planning methods including data collection through surveys and focus groups and data analyses through forecasts, projections, and impact analysis.
 - A2. Provide input to the Bureau and Division management team regarding establishing uniform fiscal policies and procedures, and achieving efficiency gains.
 - A2. Plan, identify, analyze, develop, and implement bureau policies and procedures.
 - A3. Plan and implement standardized training as a result of updated policies and procedures.
 - A4. Perform research related to state statutes, administrative codes, Department of Administration policies and procedures, and federal guidelines (when applicable) pertaining to bureau financial activities.

- A5. Work with the Department's Record Manager regarding the maintenance and disposal of bureau records, and the development and implementation of records retention schedules for the bureau.
- A6. Perform analyses of new initiatives as deemed appropriate.

25% B. Serve as the Bureau performance metrics and process improvement liaison.

- B1. Assist the Bureau Director to establish and create performance metrics, performance goals, and tracking systems.
- B2. Develop standardized metrics and reporting mechanisms for all bureau policy and procedures and track efficiency gains.
- B3. Oversee program evaluation and reporting. Monitor and prepare reports on bureau performance.
- B4. Serve on process improvement teams and recommend process improvement solutions.
- B5. Research best practices.
- B6. Implement the Department Lean Six Sigma initiatives.

20% C. Troubleshoot problems or issues. Develop alternatives, options, or plans of action based on the results of the analysis. Communicate results to management team and provision of decision making related to program and process improvements, policy changes, system enhancements, and performance monitoring.

- C1. Work with internal and external customers to coordinate program requests, obtain information, perform research, and troubleshoot problems or issues.
- C2. Work with DOA Division of Enterprise Technology, DSPS staff, and others on the design, implementation, and improvement of electronic and financial systems.
- C3. Create and publish workflow charts for all bureau procedures and publish them.
- C4. Provide regular progress reports to the Bureau Director.
- C5. Make recommendations to bureau management regarding the development and maintenance of a backup system for each position.

15% D. Perform related financial activities which may include budget analysis and grant management. Perform comparable analytic functions.

D1. Assist with budget and policy analysis, research and statistical analysis, and grant analysis and administration.

D2. Perform activities for the bureau by serving as back-up budget analyst and procurement coordinator as needed. Assist the Financial Program Supervisor and Accountants as needed.

5% E. Perform other duties as assigned or are apparent.

E1. Serve as project lead and bureau liaison on special projects as assigned.

KNOWLEDGE SKILLS AND ABILITIES

1. Knowledge of quality improvement principles and practices.
2. Knowledge of program analysis and program evaluation methodologies and techniques.
3. Knowledge of project management, process improvement mapping, lean / six sigma, managing for results, and/or work flow analysis methodologies and concepts.
4. Knowledge of work practices, rules and regulations, policies, theories, concepts, and principles.
5. Knowledge of performance measurement and tracking concepts.
6. Knowledge of financial systems.
7. Knowledge of data processing tools including spreadsheets.
8. Knowledge of effective data management and research techniques.
9. Working knowledge of the budget and finance programs and policies.
10. Knowledge of policy development and administration.
11. Knowledge of computer technologies (database, spreadsheet, word processing, and presentation software) used for issue development management, reporting and evaluation.
12. Ability to read and understand complex financial and regulatory statutes, and administrative codes.
13. Ability to effectively manage workload priorities, handle multiple tasks, and meet deadlines independently.
14. Ability to work on a team and lead a team with effective facilitation skills.
15. Ability to conduct research using multiple tools and sources.
16. Ability to work well with people and maintain a professional and service-oriented relationship with customers and coworkers.
17. Ability to develop and maintain complex cooperative interpersonal relationships with the department staff and customers.
18. Ability to be creative, flexible, self-motivated, and quality oriented.

19. Ability to interpret policies, procedures, guidelines, rules and regulations.
20. Ability to exercise a professional demeanor and represent the agency in a positive manner.
21. Excellent oral, written, and interpersonal communication skills, including presentation skills.
22. Excellent analytical and critical thinking skills.
23. Excellent problem solving and resolution skills.