

FOR HR REVIEW:
FINAL DRAFT OF POSITION DESCRIPTION FOR
FPM GS-11 MANAGEMENT ANALYST – (As of 12/2/10December
20, 2010)

POSITION DESCRIPTION

Management Analyst, GS-343-11

Office of Field Policy and Management

Working/Organizational Title: Analyst

I. INTRODUCTION

The Regional and Field Offices of the Department of Housing and Urban Development (HUD) are the face of HUD to the state and local governments and citizens of the geographical areas that they serve across America. They assist the full range of HUD's institutional and individual customers and provide support for all HUD program areas including Housing, Community Planning and Development, Public and Indian Housing, and Fair Housing. These offices serve a pivotal role in ensuring the integration of all HUDs programs in their assigned geographical areas. As such, they are key to providing citizens integrated program support and assuring support for sustainable, vibrant and economically viable communities across America. They also provide a vital service to the various HUD program offices linking program capabilities to community needs and resolving HUD cross-program issues in the geographic area. The Regional Office and Field Offices oversee HUD's overall community outreach and customer service efforts, operations, and administrative functions for their respective jurisdictions.

The GS-11 Management Analyst (or Analyst) position is located in HUD's Office of Field Policy and Management Office, in the Regional and Field Offices. Under the supervision of the Regional Administrator (RA), Deputy Regional Administrator (DRA) or the Field Office Director (FOD), the Management Analyst works in a team setting which supports the oversight and delivery of housing and community development programs and special initiatives for the purpose of developing sustainable communities that promote decent housing, a suitable living environment and expanded economic opportunities.

The incumbent demonstrates effective judgment skills, and uses current technology and software programs to facilitate activities, communications, and related reports on behalf of the RA/DRA or FOD in liaison activities. Overall, activities include: furthering HUD's mission, the Strategic Plan, and annual goals; assessing community needs; ensuring that community needs are addressed; furthering effective internal and external collaboration efforts across HUD program areas and between HUD and other federal, state and local governments, clients and organizations; and, leveraging place-based policies, planning, and program investments to draw on the compounded effect of well-coordinated actions. He/she also assists in resolving cross-program issues, in developing approaches and place-based solutions, and in completing various reports and analytical research, while also helping to build capacity within the state and local agencies, organizations, and with stakeholders and other grantees that deliver HUD programs.

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II. MAJOR DUTIES AND RESPONSIBILITIES

The Analyst:

1. Is responsible for coordinating and facilitating communication between the field staff, grantees, community organizations and the general public, and ensures their concerns are met and addressed within his/her assigned workload.
2. Under the direction of a Senior Analyst or supervisor, works collaboratively with consumer and industry groups, state and local government agencies, grantees and other stakeholders to build effective inter-agency and inter-organization working relationships.
3. Collaborates on projects with other HUD clients and FPM and other HUD staff members. The Analyst also participates in meetings and ad hoc groups to assist in devising recommended solutions to complex problems, seek out, identify, and verify new areas of mutual concern, and/or develop innovative and creative ideas to increase program and customer service effectiveness.
4. Provides assistance with cross-program coordination as needed to properly integrate and focus HUD program efforts on critical customer service issues or problems of concern to the RA, DRA and FOD. The Analyst may also participate in coordinating a variety of cross-program issues and efforts involving the furtherance of Management Action Plan, sustainable housing and communities, faith-based and neighborhood partnerships, and Secretarial initiatives.
5. Is responsible for analyzing a variety of program issues within his/her assigned portfolio of work, including citizen and congressional inquiries, special projects, and operations. The Analyst identifies and resolves routine program issues, problems and complaints. If more complex or sensitive issues are identified, the Analyst consults with his/her supervisor on the most appropriate ways to resolve the issues identified. The supervisor is kept informed of all unresolved issues.
6. Assists the RA/DRA, FOD or Senior Analyst in identifying and analyzing areas of program performance and customer services in need of improvement, and then recommends solutions to the problems identified. He/she shares this information with internal/external customers as appropriate.
7. Monitors and evaluates the effectiveness of integrated service delivery and provides recommendations for improvement in accordance with tools outlined in HUD's Management Action Plan.

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8. Provides education, information and technical assistance to foster local public/private partnerships to achieve community goals and to build inclusive and sustainable communities, and participates in interagency workshops, working groups or tasks forces to coordinate activities.
9. Assists in the distribution of press releases and in coordinating related major public affairs activities and outreach events.
10. Performs research and analysis on, and develops information about, programs, policies, regulations, standards and procedures. The Analyst then prepares oral and written reports and presentations, graphs and charts that present clear, concise, and effective analytical results of evaluations and research performed. The research and analysis also involve new or improved business and management practices for application to programs and operations.
11. Researches and analyzes issues and matters assigned by the supervisor. Develops procedures and systems for establishing, operating, and assessing the effectiveness of administrative control systems and customer service.
12. Is responsible for monitoring and tracking Executive Secretariat and other controlled correspondence, including Freedom of Information Act (FOIA) and Congressional requests, to ensure that deadlines are adhered to in accordance with HUD policies and FOIA policies and procedures. Ensures officials are notified of deadlines, and that they are in compliance with deadlines under existing statutes and regulations; and collect fees from public requestors.
13. Provides assistance in identifying resources such as funding, equipment, and facilities required to support various program operations and activities.
14. Suggests and participates with staff members to recommend initiatives or actions to management that assist the development and implementation of program goals and objectives as they support the achievement of the Management Acton Plan and related activities that align with HUD's strategic plan and strategic goals and objectives for community programs.
15. Is expected to use personal computer software programs, and other up-to-date HUD software products, in preparing work products, including the use of available analytical and presentation tools.
16. Perform other job related duties as assigned.

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III. FACTOR LEVEL DEFINITIONS

Factor 1–Knowledge Required by the Position Level 1 – 7, 1250 Points

Employees assigned to this position possess:

Comprehensive knowledge of HUD programs and community outreach initiatives sufficient to plan and conduct the analyses described above, and ability to propose appropriate solutions to the problems identified.

Knowledge of a wide-range of qualitative and quantitative methods, and technical tools, to assess and improve program effectiveness, management processes, and systems, as well as the ability to conduct detailed reviews and to analyze data to prepare reports that address inadequacies in customer service and program outreach efforts, and to arrive at conclusions and recommended actions.

Keen analytical skills and the ability to research local community-based trends, marketing strategies, approaches and best practices to improve community programs; and to analyze data, customer complaints and policies, and to institute methods to solve problems. The Senior Analyst is expected to coordinate with Departmental and other groups to assure an integrated approach to completing assigned tasks.

Knowledge of business and industry practices, policies, and concepts to assist in providing quality advisory services to HUD's current and potential customers and clients.

Demonstrated interpersonal and collaboration skills and the ability to work effectively with senior level officials and staff, Department stakeholders, grantees, and various community client partners; and to facilitate or present recommendations and solutions among interested parties.

Demonstrates skills and ability to communicate orally, and in writing, to produce clear and concise briefings, presentations and reports and to communicate effectively with a variety of audiences.

Knowledge and use of current personal computer software applications to analyze information and data, and to prepare reports, graphics, data, and charts that are used to report and track information, perform monitoring functions, and disseminate information on program oversight, administration processes, and other FPM program functions. The employee is expected to maintain technical proficiency in applications used at HUD.

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Factor 2– Supervisory Controls Level 2 – 4, 450 Points

The GS-11 Management Analyst works under limited supervision. When assignments are made, the employee is given a general outline of objectives to be achieved and their priority. The employee independently plans, schedules, and implements projects that require analysis and evaluation of programs effectiveness, including recommending methods of improvement. He/she confers with the supervisor to establish deadlines and resolve policy questions. The supervisor is informed of controversial community issues and consults on how to resolve these issues. Completed work is reviewed for soundness of overall approach and conformance with controlling management policies and procedures.

Factor 3–Guidelines Level 3 – 3, 275 Points

Guidelines are basic HUD administrative policy statements, regulations, instructions, as well as Departmental memoranda and HUD housing guidelines and regulations. Other guidelines may include federal, state and local statutes, directives, policies, legislative proposals, ordinances and amendments. These guidelines may lack some specificity regarding issues being addressed, thus requiring the employee to develop relevant data and to exercise judgment and creativity in the selection, interpretation and adaptation of these guidelines as a source of reference in resolving problems, issues and initiatives.

Factor 4– Complexity Level 4 – 4, 225 Points

The work consists of diverse projects, community housing and development resources and issues that require in-depth analysis of interrelated issues regarding effectiveness, efficiency, and productivity of substantive management and housing and community development functions and activities. The incumbent gathers information, identifies and analyzes relevant issues and develops recommendations to resolve substantive issues and problems. He/she is expected to revise work methods as appropriate, or to develop or propose new work methods appropriate to solving the issue or problem being analyzed. Prepares detailed plans, goals and objectives regarding the difficulty in identifying decisions and solutions as to what needs to be accomplished in controlling controversial situations which are sensitive and complex in nature. Options, recommendations, and conclusions developed by the employee take into account and give appropriate weight to uncertainties about the data and other variables which affect long-range program performance.

Factor 5–Scope and Effect Level 5 – 4, 225 Points

The purpose of the work is to analyze and evaluate program results, impacts, and other aspects of substantive, mission-oriented programs, and to ensure, as applicable, that the goals and objectives of the offices of the Regional Administrator/Deputy Regional

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Administrator or the Field Office Director and the Department, overall, are being met within Departmental and community outreach program policies and guidelines; and to provide a level of expertise in identifying and providing innovative solutions to critical problems and issues related to a variety of associated program applications. The work involves identifying and developing ways to resolve internal and external housing and community development goals, challenges, and problems and/or to cope with issues which directly affect the accomplishment of principal program goals and objectives.

Factor 6 and 7–Personal Contacts and Purpose of Contacts Level 2C, 145 Points

Personal contacts include significant groups of management and elected officials who are empowered to make decisions. This category includes mayors, local officials, federal officials, banking groups, community action groups, tenant groups, and lenders and savings and loan bank entities. Other personal contacts include members of the public, and a variety of professional groups and associations involved in a number of housing and community development programs or initiatives.

The purpose of the contacts is to coordinate and carryout assigned projects and work as well as to provide audiences of opinion leaders, decision makers, and the public, to whom HUD programs and policies can be presented. The employee may provide advice for non-controversial issues and information at professional conferences, summits, forums, standing committees, and meetings convened to deal with a variety of issues of considerable consequence or importance.

Factor 8–Physical Demands Level 8 – 1, 5 Points

The work is primarily sedentary in nature. No special physical demands are required. However some lifting of containers or boxes of materials or displays (up to 30 lbs) for distribution or display at public outreach events and meetings may be required.

Factor 9– Work Environment Level 9 – 1, 5 Points

The work is typically performed in an adequately lighted and climate controlled office. The work also requires out of office meetings with local community groups in non-traditional office environments, that may involve exposure to moderate discomforts, risks, or unpleasantness environment. Occasional travel required.

Total Points – 2580

Grade Conversion – GS-11 (2355 - 2750)