

**FINAL POSITION DESCRIPTION FOR  
FPM GS-12 MANAGEMENT ANALYST – (December 20, 2010)**

**POSITION DESCRIPTION**

**Management Analyst, GS-343-12**

**Office of Field Policy and Management**

**Working/Organizational Title: Management 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 HUD's 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-12 Management 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 Management Analyst:

1. Is responsible for coordinating and facilitating communications between the field staff, grantees, community organization and the general public, and ensures their concerns are met and addressed within his/her assigned workload.
2. Under the guidance of a Senior Analyst or direction of 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, to seek out, identify, and verify new areas of mutual concern, and/or to 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 activities and efforts on critical customer service issues or problems as identified by, and/or prioritized by the RA, DRA and FOD. The Analyst may also participate in coordinating a variety of cross-program issues and efforts involving the development and implementation of the 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 more complex program issues, problems and complaints. If more complex or sensitive issues are identified, the Analyst uses good judgment skills to recommend to his/her supervisor the most appropriate and efficient ways to resolve the problem or 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 customer service delivery and provides recommendations for improvement in accordance with policies and 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 housing and communities, and participates in interagency workshops, working groups or tasks forces to coordinate activities.
9. Finalizes and ensures distribution of approved press releases and coordinates, or assists in the coordination of, 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. Recommends and participates with staff members to recommend initiatives or actions to management that assist in the development and implementation of program goals and objectives to more effectively further the achievement of the Management Action 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.

**III. FACTOR LEVEL DEFINITIONS**

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

The Analyst position requires:

Comprehensive knowledge of a variety of HUD programs and community outreach initiatives sufficient to plan and conduct an analysis of situations that have been identified as problematic requiring a reasonable solution within appropriate timeframes.

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.

Ability to conduct detailed reviews and analyze data to prepare reports that address inadequacies in customer service and program outreach efforts, and to arrive at conclusions and recommended actions.

Strong analytical skills and ability to research local community-based trends, marketing strategies, approaches and best practices in improving community programs; and to analyze data, customer complaints, policy analysis, and institute methods to solve problems, coordinate with Departmental and other groups to assure a coordinated approach to completing assigned tasks.

Knowledge of a wide range of qualitative/quantitative methods to analyze and recommend improvements to achieve more effective and efficient program and management processes and systems.

Demonstrated 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.

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

Knowledge and ability to use personal computer software programs and operations, and for applicability in preparing and analyzing reports, data, charts, tracking information, performing monitoring functions, and disseminating information relative to program oversight, administration processes, and other FPM program functions, and maintains a technical proficiency of computer techniques.

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

Works under limited supervision, jointly with supervisor or higher-grade staff developing project priorities in terms of a general outline of objectives to be achieved and their priority. The employee independently plans, schedules and implements projects

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concerned with analysis and evaluation of program effectiveness, including recommending ways of improvement. Confers with the supervisor to establish deadlines and resolve policy questions. Informs the supervisor of controversial community issues and consults on how to resolve the situation. Completed work is reviewed for soundness of overall approach in dealing with issues, and conformance with controlling management policies.

**Factor 3– Guidelines Level 3 – 4, 450 Points**

Guidelines are general HUD administrative policy statements, regulations, instructions, as well as Departmental memoranda, federal, state and local directives and legislative proposals. Often these guidelines lack specificity, thus requiring the employee to develop relevant data, prudent judgment and creativity in the selection, interpretation and adaptation of these guidelines as a source of reference in resolving complex problems, issues and initiatives.

**Factor 4–Complexity Level 4 – 5, 325 Points**

Work consists of projects and assignments that require analysis of interrelated issues regarding the effectiveness, efficiency, and productivity of substantive management and operations, functions, and activities. The incumbent assists in evaluating the effectiveness, overall adequacy, and economic soundness of program issues.

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

The purpose of the work is to ensure that the objectives of the Regional Administrator, Deputy Regional Administrator, or Field Office Director, and the Department are being met within program guidelines and Departmental policies; and to assist in identifying and providing innovative solutions to critical problems affecting programs or issues related to a range of associated program applications and to assess the effectiveness, and efficiency of programs and customer base, and recommend improvements.

**Factor 6 and 7–Personal Contacts and Purpose of Contacts Level 3C 180 Points**

Personal contacts include a significant group of management officials who are empowered to make decisions. This category includes other federal officials, program directors and supervisors, business and community groups, tenant advocacy groups, users of HUD programs and the public..

The purpose of the contacts is for the exchange of dialogue and to persuade and influence local groups to better understand the Regional Administrator or the Department's rules, or policy positions in local or statewide housing and community/urban development issues. The purpose of contacts also involves presenting HUD information, goals and viewpoints on behalf of management at professional

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conferences, summits, forums, and meetings convened to deal with a wide 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 – 2890**

**Grade Conversion – GS-12 (2755 – 3150)**