

FOR HR REVIEW:
FINAL DRAFT OF POSITION DESCRIPTION FOR
FPM GS-09 MANAGEMENT ANALYST – (As of December 20,
201012/2/10)

POSITION DESCRIPTION

Management Analyst, GS-343-09

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-09 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 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, stakeholders and other related grantees which operate within the community and deliver HUD programs.

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II. MAJOR DUTIES AND RESPONSIBILITIES

The Analyst:

1. Under the direction of a supervisor or under guidance of a more senior professional, is responsible for coordinating and facilitating a specific component of communication or less complex projects among the field staff, grantees, community organizations and the general public. The Analyst ensures that their concerns are identified and remedies are identified and discussed with the supervisor before being presented to the client.
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 support the building of 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 components of 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 components of cross-program activities, events, issues and efforts involving the furtherance of Management Action Plan goals, sustainable housing and communities, faith-based and neighborhood partnerships, and Secretarial initiatives.
5. Is responsible for analyzing the less complex program issues within a portfolio of work usually as a member of a team. The work portfolio can include citizen and congressional inquiries, special projects, and operations. With appropriate guidance from the supervisor, 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.

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7. Monitors and evaluates the effectiveness of a specifically assigned component of integrated service delivery and provides recommendations for improvement in accordance with HUD's Management Action Plan..
8. Based on specific assignments from the supervisor, provides education, information and technical assistance to foster local public/private partnerships to achieve community goals, to build inclusive and sustainable communities, and participates in interagency workshops, working groups or tasks forces, and to coordinate activities.
9. Assists in the distribution of press releases and related public affairs activities.
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. Provides support in research and analysis of issues and matters assigned by the supervisor. Provides support in development of 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, such as Freedom of Information Act (FOIA) and Congressional requests. Actions include ensuring that deadlines are adhered to in accordance with HUD policies, and FOIA policies and procedures. Ensures officials are notified of deadlines and are in compliance with deadlines under existing statutes and regulations; and collects 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 support 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.

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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

Factor 1, Knowledge Required by the Position Level 1-6, 950 Points

Employees assigned to this position are expected to have:

Basic 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 Federal and HUD regulations and directives as well as FPM policies, standards and procedures, programs, and missions to understand their impact on HUD programs as well as operating guidelines governing administrative programs to help initiate program changes.

Knowledge of analytical techniques to identify, considers, and resolves issues or problems.

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

Knowledge of and skill to apply analytical and evaluative techniques to identify, consider, and resolve procedural or factual issues/problems related to Housing, Community Planning and Development, Public and Indian Housing, Fair Housing and other Department programs and initiatives. .

Demonstrated interpersonal skills and ability to work closely with staff, grantees, and various other partners and stakeholders to engage in different functions or missions. The ability to research and analyze basic techniques and methods, and prepare written analytical and administrative documents.

The ability to communicate effectively, both orally and in writing. The Analyst is also expected to possess presentation skills sufficient to brief managers ,and to communicate tentative recommendations regarding program effectiveness and efficiency.

Knowledge and use of personal computer software operation and applicability in preparing and analyzing reports, data, charts, tracking information, performing

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monitoring functions, and disseminating outreach information and other HUD program functions as well as maintain a technical proficiency of computer techniques.

Factor 2, Supervisory Controls Level 2-3, 275 Points

The supervisor assigns specific projects in terms of issues, organizations, functions, or work processes to be studied and sets deadlines for completing the work. The incumbent plans, coordinates, and performs the steps to complete the project. Completed work is reviewed by the supervisor for consistency as well as contribution to the overall project. Findings and recommendations developed by the incumbent are reviewed by the supervisor.

Factor 3, Guidelines Level 3-3, 275 Points

Guidelines consist of basic HUD administrative standard; Guidelines are basic HUD administrative policy statements, regulations, instructions, as well as Departmental memoranda. Other guidelines include federal, state and local directives and legislative proposals. Often these guidelines lack specificity to complex community and customer issues, thus requiring the incumbent 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 community problems, issues and initiatives.

Factor 4, Complexity Level 4-3, 150 Points

The work involves areas with diverse and unique functions. The work of the position is concerned with projects, community resource issues that require analysis of related issues regarding the effectiveness, efficient and productivity of substantive management and community operations functions. The employee assists in evaluating the effectiveness, overall adequacy and economic soundness of community program issues. The employee makes decisions regarding what needs to be done based on an analysis of the subject under review.

Factor 5, Scope and Effect Level 5-3, 150 Points

The work involves studies of administrative and managerial processes and procedures to assess productivity, effectiveness, and efficiency of program operations. The studies may involve one or several organizations and may affect the administrative methods of the organization, managerial processes, or the operating unit within the organization.

Factors 6 and 7, Personal Contacts/Purpose of Contacts Level 2b, 75 Points

Contacts are with employees, supervisors, and managers in the agency but outside the immediate organization, including representatives from offices located elsewhere.

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Contacts are to coordinate plans, gather information, and give advice on resolving problems on shared work efforts.

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 – 1885

Grade Conversion – GS-09 (1855 - 2100)

FINAL