



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

MANAGEMENT ANALYST

Class Title	Class Code	Pay Band	Alt Pay Band*
Management Analyst-B	C1111B	55	
Management Analyst-O	C1111O	60	
Management Analyst-A	C1111A	65	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Conduct organizational studies and evaluations, design systems and procedures, conduct work simplifications and measurement studies and prepare operations and procedures manuals to assist management in operating more efficiently and effectively. Include program analysts and management consultants.

Nature of Work

Management analysts might be single practitioners or part of large international organizations employing thousands of other consultants. Some analysts and consultants specialize in a specific industry, such as healthcare or telecommunications, while others specialize by type of business function, such as human resources, marketing, logistics, or information systems. In government, management analysts tend to specialize by type of agency. The work of management analysts and consultants varies with each client or employer and from project to project. Some projects require a team of consultants, each specializing in one area. In other projects, consultants work independently with the organization's managers. In all cases, analysts and consultants collect, review, and analyze information in order to make recommendations to managers.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role receive on-the-job training in agency operating practices, functions, and procedures, in conducting organizational studies and evaluations, in designing systems procedures and measurement studies, and in preparing operations and procedures manuals that assist management in operating programs and/or data collection systems more efficiently and effectively.
- Employees perform standardized work procedures that support the development of the above documents and reports.

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Recommended Education and Experience for Full Performance

Associates degree and four (4) years of experience in finance or business management, including performing administrative duties requiring analysis and implementation of business process improvements.

Minimum Qualifications

High School diploma or Equivalency and two (2) years of experience in the procedures of business and management principles involved in strategic planning.

Operational

- Employees in this Role assist in management studies and carry out well-defined projects involving relatively independent work processes.
- Employees conduct studies in the following areas of management: organizational structure and design, methods and procedures development, management surveys or other research, forms development and control, work flow and/or manpower management, report management, record management, contract management and communication analysis and design.
- Employees conduct surveys, interviews, and compile databases, prepare analysis files, research/review pertinent regulations, laws, manuals and procedures, and prepare analytical reports.

Recommended Education and Experience for Full Performance*

Bachelor's Degree in Business Administration and two (2) years experience in program or project management, including performing moderately complex administrative duties requiring analysis and implementation of business process improvements.

Minimum Qualifications

Associates degree and two (2) years of experience in the procedures of business and management principles involved in strategic planning. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience.

Advanced

- Employees in this Role apply advanced research and/or management analysis to complex problems, acting as team leaders for special projects and providing coordination with computer systems personnel.
- Employees apply advanced program analyses, oversight, and planning and consultation services to/for Local Governments.
- Employees deal with complex interrelated management problems and may serve as consultants on local, district, state, regional, or federal comprehensive planning programs.
- Employees perform independently, have special expertise in a field and may be involved in the training of others.

Recommended Education and Experience for Full Performance

Bachelor's Degree in Business Administration and four (4) years of experience in program or project management, including performing complex administrative duties requiring analysis and implementation of business process improvements.

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Minimum Qualifications

Bachelor's Degree in Business Administration and two (2) years of experience in the procedures of business and management principles involved in strategic planning. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Sales and Marketing — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of

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alternative solutions, conclusions or approaches to problems.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001

Revised: 9/20/2011, 10/19/2015 (Min Quals)

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.