



SENIOR PERFORMANCE ANALYST

JC: 000191
PB: F
FLSA: Exempt

BU: 31 (AFSCME)
Created: May 2019

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, performs the more complex and difficult work of staff responsible for providing professional level support of maturity and performance assessments; performance management programs including performance metrics administration and performance analyses; participates in large process or system transformation programs to enable continuous improvement across District departments; provides responsible and complex staff assistance to the Senior Manager of Performance and Innovation; and related duties as assigned.

CLASS CHARACTERISTICS

This is the advanced journey level classification within the Performance Analyst series. Positions at this level possess a specialized, technical or functional expertise within the area of assignment. Employees are typically assigned significant responsibilities above the journey level and customarily exercise discretion and independent judgment in the performance of all duties. This classification is distinguished from the Principal Performance Analyst in the latter is responsible for performing the most technical and complex analytical tasks of maturity and performance assessments, performance management programs including performance metrics development and monitoring, performance analyses, and supporting the design, implementation and management of large process or system transformation programs to enable continuous improvement across District departments.

REPORTS TO

Senior Manager of Performance and Innovation or his/her designee.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to, the following:*

1. Supports districtwide transformation initiatives, including documenting business processes, applying efficiencies to those processes, implementing large process or system transformation programs; implements concepts of change management.
2. Researches, conducts and coordinates working sessions with District stakeholders to define performance metrics; assists with conducting studies to determine opportunities for measuring performance; maintains an awareness of performance management best practices.

Senior Performance Analyst

Page 2

3. Participates in the collection of data, including assisting with designing surveys and questionnaires, developing sample methodologies and overseeing resulting data collection; assists in the identification of data sources, collection, and validation of data.
4. Prepares analytical and statistical reports tailored for various levels of District management; assists in systematizing/institutionalizing the Districtwide performance management analytics.
5. Participates in the analysis of program and process evaluations based on outcomes of risk management, strategic planning, budgeting or other Districtwide initiatives; translates stated or implied District needs into researchable management analyses and initiatives.
6. Assists with the design, development, evaluation and implementation of performance analyses and assessments; assists with defining scope, goals and objectives; building project plans, timelines; interpreting analytical findings.
7. Participates in the documentation and summary of lessons learned from transformation projects to develop a knowledge base of continuous improvement tools suitable for the District.
8. Participates in developing project management approach for systems transformation or process improvement initiatives; participates in defining scope, goals and objectives, project plans, timelines and other monitoring tools for transformational projects; assists with the transitioning projects implementation and administration; prepares status reports for transformational projects (as needed).
9. Assist with monitoring and administering consultant contracts, coordinates consultant work with other departments, and serves as liaison for analyses and projects.
10. Attends and participates in professional group meetings and a variety of committees; stays abreast of new trends and innovations in the field of performance management; prepares and presents staff reports and other correspondence as appropriate and necessary.
11. Participates in special projects as assigned.

QUALIFICATIONS

Knowledge of:

- Knowledge of and experience in performance or program evaluations, maturity assessments, and process improvements.
- Knowledge of and experience in continuous improvement, including practices and concepts of process management systems and Lean methodology.
- Principles and practices of policy analysis, development and administration.
- Principles and practices of business systems applications and operational analysis.
- Methods and techniques of data science through advanced analysis, investigative and quantitative analysis, and quantitative methods such as statistical sampling and regression analysis.
- Methods and techniques of change management and enterprise risk management.
- Principles and practices of general, fund, and government accounting.
- Principles of strategic asset management and strategic planning.
- Funding policies of various government entities and commissions.

Senior Performance Analyst

Page 3

- Related Federal, State and local laws, codes and regulations.

Skill in:

- Developing performance measures and Key Performance Indicators (KPIs), determining performance targets, evaluating results, and conducting benchmarking and comparative studies of progressive and innovative organizations.
- Designing and maintaining data associated with the delivery of regular reports and visualizations, including the design, maintenance, and updates to dashboards and other forms of communication.
- Partnering and collaborating with a broad range of peers and stakeholders for joint initiatives, coordinating participation and buy-in.
- Recommending and implementing goals and objectives for performance management programs.
- Planning, supervising and designing research and evaluation projects.
- Applying practices and theories, techniques and management methodologies to assigned projects.
- Coordinating and administering budget process for assigned department or division.
- Researching, analyzing and evaluating programs, policies and procedures.
- Communicating clearly and concisely, both orally and in writing.
- Interpreting and explaining District policies and procedures.
- Identifying stakeholder sensitivities and adapt communications as necessary.
- Establishing and maintaining effective working relationships with those contacted in the course of work.
- Organizing, structuring and frame ideas, issues, and strategies in a clear, focused, and persuasive manner.
- Ability to organize, combine, and tabulate large amounts of data into clear reports, charts, and dashboards that are understandable to stakeholders.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in business administration, public administration, accounting, finance, statistics, data analytics or a closely related field from an accredited college or university.

Experience:

Three (3) years of (full-time equivalent) verifiable professional experience in operational or financial performance management, organizational development, change management, policy analysis or project management experience.

Substitution:

Additional professional administrative, analytical and/or budgetary experience as outlined above, may be substituted for the education on a year-for-year basis. A college degree is preferred.

Other Requirements:

Possession of a valid certificate as a Project Management Professional (PMP) is desirable.

WORKING CONDITIONS

Environmental Conditions:

Office environment; field environment; construction site environment; exposure to computer screens; exposure to heat, cold, moving vehicle, electrical energy and inclement weather conditions.

Senior Performance Analyst

Page 4

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

EEO-1 BART Job Group: 3500 – Professionals
Census Code: 0710 – Management Analysts
Safety Sensitive: No