

Job Title: Program Analyst

Grade: CS-12

Salary: \$73,906 - \$94,543

Requirements: Possession of bachelor's Degree/ 1 year of specialized experience equivalent to CS-11

Qualifications: Skill in applying and adapting analytical methods and techniques.

Job Description:

Collective Bargaining Unit (Non-Union): This position is not in the collective bargaining unit.

This position is located in the Bureau of Workforce Development. The Bureau provides administrative oversight, planning, and policy development for various workforce programs.

#### Research

- Gathers and organizes information from a variety of sources such as records, computer files, previous studies, and interviews, analyses information to identify issues and isolate problems.
- Assignments may involve independent studies to determine the proper organization and structure of the activities of the agency.

#### Administrative

- Identify, collect, and analyze information, and present findings; devising new internal structures for an organizational component within a major office of the agency.
- Organizes and delivers briefings to present findings, solutions, and recommendations to managers, and prepares option papers and similar staff reports.
- Develops solutions and measurements of productivity and effectiveness for use by others, develops detailed briefings and reports of findings and recommendations, and convinces others to implement recommendations.
- Gather data and establish a repository of facts (such as rates of job loss, business creation, expansion and departure) to support the efforts of the business services group and workforce's teams.
- Supporting efforts to maintain existing client relationships, developing new business from existing clients, and actively seek out new clients
- Identify and implement ways to engage the workforce/employer community
- Team oriented and very collaborative
- Effective oral, written, presentation skills
- Sales, account management, business services experience preferred
- Strong attention to detail
- Desire to leverage skills to serve the public interest required
- Demonstrated advanced experience with Microsoft Word, Excel and PowerPoint is required
- Comfortable making cold calls