

MANAGEMENT AND PROGRAM ANALYST CS-0343-12

INTRODUCTION

This position is located in the Department of Forensic Sciences (DFS). The mission of the DFS is to provide high-quality, timely, accurate, and reliable forensic science services using best practices and best available technology, focusing on unbiased science and transparency, to enhance public safety and health.

The overall function of this position is to provide and perform a wide range of support and analyses to the Chief Operating Officer in program management, planning and evaluation; assists in ensuring that appropriate resources are available (budget permitting), and assists in overseeing the accounting of all resources in the Department. The work also involves identifying ways to, and coordinating and/or aligning the efforts of multiple programs to ensure the efficient and effective delivery of services to the Department, District residents and stakeholders.

MAJOR DUTIES AND RESPONSIBILITIES

The incumbent reports to the Chief Operating Officer who broadly defines mission, objectives, interprets policy promulgated, and determines their effect on program needs. Collaborates with the supervisors for Training and Development, Quality Assurance, Information Technology, and the managers for the laboratories, and others in the Operations Program on complex administrative and budget matters pertinent to the successful and effective operation of the Department.

The incumbent may be required to refine or draft specific guidelines, e.g., implementing new methods for improvement of effectiveness in the allocation of the Department's resources. This requires utilizing sound judgment to select, interpret, or adapt available standards and guidelines to specific issues or subjects.

Conducts management reviews and budget analyses, research projects, and provides advisory services on issues of major scope and impact to the Department. Surveys and analyzes program performances, operational procedures, staff utilization and control, information management systems, etc., and reports finding and recommendations.

Supports the COO in ensuring performance adherence to programmatic goals and fiscal plans; and continuously evaluates the projects and programs for effectiveness, cost-efficiency, and achievement of goals and objectives. Prepares and/or revises budget and program reports which adequately describe the issues or problems involved and present a clear explanation of the basis for the data, conclusions drawn and recommendations made.

Identifies problem areas, trends, significant accomplishments, and deficiencies in relation to the Department's budget and spend plan and spending history, and recommends improvements in Department policies and practices. Detects any deficiencies or errors in information concerning resource allocation matters, and determines methods for correcting them. Participates in the development and implementation of policies and practices to guard against waste, fraud, and abuse in the Department; conducts audits on programs to examine deficiencies and ensures appropriate action is taken and improvements are made.

Assists the COO in formulating long-range plans designed to ensure that the programs within the Department can perform their missions in the future. Develops guidelines and evaluation criteria for the delivery of services. Develops, recommends and implements policies for corrective actions necessary to remedy deficiencies in the operation. Plans, develops and implements systems for analyzing and evaluating the objectives, policies, operations and progress of programs.

Conducts extensive research and provides oral or written detailed report to the Chief Operating Officer with respect to recommendations, proposed actions, alternative actions, and hypothetical situations. Conducts in-depth research and statistical analysis of issues, especially those related to program development and execution.

Based upon the assessments made, identifies actual or potential problem areas, accomplishments, trends and/or areas of significant concern. Develops and recommends policies for corrective actions necessary to remedy deficiencies in program areas. Researches, investigates, conducts feasibility studies, and recommends improved business and management practices for application to Department programs. Independently collects, interprets and analyzes data from management studies which are specific and unique to directives and for which no precedent studies/analyses have been conducted. Designs formats and evaluation of program strategies to accomplish an integrated, comprehensive review and analysis.

Attends meetings where grant opportunities, policy and legislative issues are discussed and decisions are made. Serves as the lead in developing and completing the formulation of initiatives in cooperation with other staff. Serves as representative and liaison for DFS by attending meetings and conferences held by DFS or by other District Agencies; and reports matters discussed and decisions reached to the Chief Operating Officer.

Provides technical assistance to government officials and agencies in conjunction with projects. Coordinates interagency meetings around key issues.

Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of the Department's goals, the interrelationships of programs within the Department, the sequencing and timing of essential milestones, and methods of evaluating progress.

Knowledge of management and organizational principles and practices, along with a comprehensive knowledge of planning, programming, and budgeting regulations, and including knowledge of guidelines and process to prepare long-range and short-range planning guidance in accordance with broad agency program, policies and objectives. Ability to plan and coordinate multiple projects simultaneously.

Knowledge of evaluation design, policy research, and strategic management concepts. Mastery of quantitative and qualitative data analysis. Knowledge of management principles, procedures and techniques of analysis and evaluation.

Knowledge of analytical, statistical and evaluative methods to select and apply appropriate techniques to measure and evaluate program accomplishments. Superior skill in applying complex fact-finding, analytical, and problem solving methods and techniques to draw conclusions and recommend appropriate actions or solutions to improve efficiency and effectiveness of the Department's Operations.

Knowledge of homeland security policies and emergency preparedness programs for the District government, National Capital Region, and experience in this subject matter.

Knowledge in programmatic discussions or decisions; and the ability to generate and apply new concepts in planning developing and evaluating immediate and long range projects or proposals for the resolution of complex, service delivery and policy questions.

SUPERVISORY CONTROLS

Under the general supervision, the Chief Operating Officer assigns work by defining the objectives, discussing the approaches and the target completion dates. The incumbent determines the approaches of the assignment and including planning and implementation. The employee utilizes independent judgment when planning and conducting daily operational and administrative tasks, special projects, and other work designed to facilitate and support departmental transformation goals and objectives. Keeps the supervisor apprised of accomplishments, status of projects, program areas needing attention, and other significant facts, problems and issues.

Results of the work are considered technically accurate and may be accepted without significant changes. However, the incumbent keeps the Chief Operating Officer apprised of any controversial issues or major changes that are not in line with previously defined objectives.

When the work is reviewed it concerns such matters as the fulfillment of the incumbent's obligations to and objectives of the position.

GUIDELINES

Guidelines include policies and procedures of DFS; governing laws and regulations of the District and Federal government, resource allocation guidelines, District Contracting and Procurement policies and processes, SOAR, Office of the Chief Financial Officer directives, District Department of Human Resources directives, Mayor's Orders, DFS SOP's, and the Deputy Mayor's policy and priorities.

COMPLEXITY

The work requires continuing research and analysis, both at the quantitative and qualitative level; continuing efforts to isolate and identify problem areas including deviations, recommends solutions and best practices (if available), develop and propose policies. Guidelines are broad and the incumbent has to extrapolate and interpret some of the guidelines in order to come up with initial recommendations.

SCOPE AND EFFECT

The work involves qualitative and quantitative analysis, program evaluation, planning and policy development that affects a specific business unit within the agency.

PERSONAL CONTACTS

Works closely with and provides support to the Operations Team, including managers that oversee the Department's grants program, resource allocation and inventory program, health and safety program, human resources program, contracting and procurement process, and with the Office of the Chief Financial Officer (OCFO). Also works regularly with the Management, including the Deputy Directors for IT, Quality, and Training and Development, additional Laboratory Directors and various Unit Managers. Occasionally interacts with stakeholder agencies such as Metropolitan Police Department and other law enforcement agencies, and other agencies in the National Capital Region, Metropolitan Washington Council of Governments, and General Services Administration.

PURPOSE OF CONTACTS

Contacts are made to elicit and gather information, determine available resources, review program operations, discuss evaluations, findings, and recommend solutions.

PHYSICAL DEMANDS

The work is sedentary.

WORK ENVIRONMENT

Work is performed in an office setting.

OTHER SIGNIFICANT FACTORS

SPECIAL REQUIREMENT

This position's duty station will be housed within the Consolidated Forensic Laboratory (CFL) which is a protection-sensitive facility. As such, incumbents of this position shall be subject to criminal background checks, background investigations, and mandatory drug and alcohol testing, as applicable.

The nature of the DFS mission necessarily involves the potential risks associated with biological or chemical hazards, including morgue functions. Although contact with these functions is intended to be minimal, the risks are nevertheless possible; training to recognize, address, and mitigate these risks is required as is dealing with potentially personally difficult topics, such as crime, death, and disease. Immunization against certain infectious agents may be required.

EXPERIENCE AND EDUCATION

Graduation from an accredited four-year college or university with a bachelor's degree in finance, administration or accounting or other related degree and at least four (4) years of relevant work experience; or an equivalent combination of education and experience. Higher degree preferred.

Ability to effectively communicate orally and in writing, to prepare and present recommendations and solutions regarding complex issues based on analysis and evaluation, including the preparation and presentation of reports, proposals, charts, graphs, etc. Ability to establish and maintain effective relationships with and gain confidence and cooperation of supervisors and managers to accept proposals on complex issues.

Skill in communicating precisely and effectively orally and in writing to prepare and present recommendations and findings, and to provide presentations and workshops; and the ability to develop and sustain positive business and customer service relationships; and knowledge of and skill in public relations techniques sufficient to effectively represent the agency at conferences, meetings and consultations with all stake holders concerning program objectives and issues.

Demonstrated analytical ability to assess and evaluate policies, programs, and issues for decision-making and to identify potential and existing problem areas. Ability to comprehend multi-faceted problems and to design appropriate and effective techniques for resolution.

Demonstrated program and financial management of grants, including homeland security and emergency preparedness grants.

Demonstrated ability to use PC and software packages (e.g., Microsoft Word, Excel, Access and Power Point, Tableau, Visio, etc.) and applications such as, but not limited to, CFO Solve, SOAR, Paymentnet, PASS, PeopleSoft, Quickbase, etc., required in various District reporting systems.

LICENSURE/CERTIFICATION

None

FLSA Status: Exempt

Standards: US OPM Management and Program Analysis Series, GS-0343, TS-98 August 1990; and Administrative Analysis Grade Evaluation Guide, TS-98 August 1990.

Certification Date: 23 February 2015

Job Code: 550123

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