

**Title:** Policy Analyst

**Job Code:** 1170

**Pay Range:** 535

**FLSA Status:** Exempt - Administrative

**Employee Group:** Non-Represented

**Established:** March, 2010

**Revised:** Jan. 2012, April, 2014

**EEO Category:** Professional

### **CLASSIFICATION DESCRIPTION**

Support one or more councilors or executives serving as a professional resource that performs complex duties. General guidelines are the normal form of supervision, and specialized knowledge of the assigned councilor or executive's work and the agency in general are needed for assigned duties. High level of discretion and the ability to maintain confidentiality are needed for most tasks.

### **DISTINGUISHING FEATURES**

#### **DUTIES AND RESPONSIBILITIES**

1. Uses a strong understanding of individual councilor/executive's goals, perspectives and opinions to act as a resource for others concerning the interpretation of agency policy and objectives.
2. Initiates, develops and coordinates, independently and proactively, special research projects and agency benchmarking to provide data and reports to councilors/executives. This work supports the councilors/executives in formulating policy and strategic development.
3. Supports executives by performing internal communications functions, including agency-wide events and liaison duties for Senior Leadership Team.
4. Responds to individual councilor/executive perspectives and opinions by preparing letters for signature, responding directly to phone calls and sending email correspondence to Metro departments, other agencies and the general public.
5. Interacts with agency staff and the public to accomplish councilor/executive assigned projects and duties as needed.
6. Solicits ideas, opinions and suggestions from agency staff and constituents as needed.
7. Provides support to councilors/executives by maintaining calendar and appointments, assisting with administrative tasks, and coordinating general office operations.
8. May staff special Council meetings, complying with legal mandates and assisting the chair with a variety of related tasks.
9. May attend meetings to gather information for assigned councilor/executive.
10. Provides backup to other staff as assigned.
11. Compiles data for a variety of narrative and statistical reports and analyzes data; prepares correspondence and technical reports.

12. Assists the public, public officials and other employees in a professional and courteous manner.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
  - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
  - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
  - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
  - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
  - Demonstrate sustainable practices in applicable field and generally for resource use and protection
  - Work assigned schedule (if applicable); exhibit regular and predictable attendance
  - Practice safe work habits
  - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

## **JOB SPECIFICATIONS**

### **Education/Licensing and Work Experience:**

- Bachelor's degree and
- Minimum of four years of progressively responsible and complex administrative support experience required or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

### **Knowledge, Skills and Abilities:**

- Current office procedures and general administrative tasks
- Assigned councilor/executive's work and the agency in general
- Provide in-depth expertise concerning council/executive's perspective, opinion, and policy formulation
- Perform basic math
- Communicate effectively in English
- Perform research and analysis
- Prepare correspondence and reports

- Act independently and make frequent decisions
- Work independently and as part of a team
- Use discretion with confidential and sensitive matters
- Provide excellent customer service by meeting the needs and interacting with employees, volunteers, vendors, the public, and others encountered during the course of work in a courteous and professional manner
- Establish and maintain cooperative working relationships with employees, volunteers, vendors, and others encountered during the course of work
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work in a safe manner and follow safety policies, practices and procedures

**Additional Requirements:**

- Successfully pass the background check and screening requirements required for the position

**SUPERVISION RECEIVED**

Supervision is received from Council Policy Director

**SUPERVISION EXERCISED**

May act as lead over temporary staff or interns

**RELATIONSHIPS/CONTACTS**

**TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING**

All standard office equipment, computer software including MS based word-processing and spreadsheets

**WORK ENVIRONMENT**

Work is performed mostly in an office setting; may work with in difficult situations with others

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*The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*

