



Analyst/Senior Analyst

General Class Description: Under general direction of a Manager or Director, an Analyst designs, develops, and implements programs and projects within their associated department; provides assistance to management; and performs related work as assigned. This class has supervisory responsibility. An Analyst is responsible for achieving program goals and objectives through analyzing data, creating reports, and developing strategies to improve program performance, and participates in the day-to-day operations and activities of their designated program or functional area within a department. An Analyst works with a Manager or Director to identify goals and objectives for programs, monitor performance, and develop strategies for improving outcomes. This position class is distinguished by broadly defined duties related to research, data analysis, program and project management, with expertise developed and expanded under supervision and oversight. This position exercises discretion and independent judgment in the coordination and prioritization of duties and responsibilities assigned and may act on behalf of the Manager or Director in their absence.

Summary

The Analyst works under general direction of the departmental Manager or Director and has responsibility for a wide range of matters related to one or more of RCEA's programs. The Analyst's key function is overseeing vendor solicitations and oversight, contract monitoring, analyzing reports, reporting, monitoring budgets and driving program performance. The Analyst identifies goals and objectives for programs, monitors performance, and develops strategies for improving outcomes. The Analyst can communicate clearly and effectively, both in writing and verbally, to explain complex data analysis to employees and stakeholders. Tasks may be to engage with customers and product and service providers, define and develop program offerings, research, analyze, and present program metrics to stakeholders, implement measures, coordinate tools and resources for program activities, and manage program outcomes.

The Analyst will perform research, solicit community feedback, and conduct analysis to develop and manage program activities. The Analyst role requires knowledge of the administration of programs and supporting partners in meeting program objectives. The Analyst aids in research efforts for the identification of best practices and opportunities for performance improvement including data base management and development.

The Analyst role requires strong knowledge of data management, analysis and stakeholder outreach and customer participation. Analyst demonstrates broad discretion and diplomacy to engage with staff and customers autonomously and make recommendations with the potential for financial and operational consequences. The Analyst is familiar with data and project management, data analysis, general office procedures, and has strong technical writing, analysis, and reporting skills.

Essential Functions and Responsibilities

Duties are illustrative only and may vary. Other duties may be assigned.

- Identifies trends, technology and customer value to support program development and design recommendations.
- Collaborates with RCEA department teams and outside consultants on program development, design, analysis, and implementation.

- Identifies, recommends, and develops materials and web-based tools to drive program participation.
- Tracks and reports program success through metrics, analytics and other program management tools.
- Delivers presentations to various community groups and local organizations.
- Identifies program funding opportunities.
- Compiles research, makes recommendations, and drafts staff reports for manager review and presentations for Board and Committee meetings.
- Professionally represents the organization to customers and project partners while conducting outreach and implementation activities.
- Identifies and engages with customers and partners to promote various RCEA services, identifies and implements measures, and develops long-term relationships for projects.
- Supports data collection and management, and metric development.
- Supports program budgets, expenses, schedules, and reporting.
- Prepares written and graphical information relating to assigned and related program areas.
- Assists with ongoing tracking and reporting of regulatory and compliance obligations.
- Provides supervision to other staff members, job trainees, and volunteers in support of various RCEA programs.
- Assists with coordinating and staffing public events, workshops, and meetings.
- Participates in routine evaluation and continuous improvement of existing policies and procedures.
- Develops procedures and manages users for RCEA tools such as databases and develops expertise in and leads use of agency and third-party reporting platforms.
- Supports the ongoing implementation of RCEA's Racial Justice Plan and actively engages in justice, equity, diversity, and inclusion efforts within the organization.

Minimum Qualifications

Experience/Education:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Education or experience equivalent to a bachelor's degree or greater in a related field.
- A minimum 3 years (5 years for Senior Analyst designation) of progressively responsible relevant work experience.

Knowledge of:

- The organization and operations of a local government agency.
- Energy-related technologies, practices, and system processes.
- Business software applications, including MS Office, Adobe, Salesforce, web browsers, tools for calendaring and project management, and database management systems.
- Administrative practices and procedures, such as business letter writing and the operation of common office equipment.
- Activities necessary for effective on-the-ground key stakeholder outreach and customer program participation.
- Principles of project management.
- Principles of customer service and business communication.

Ability to:

- Prepare and present clear and comprehensive correspondence, reports, presentations, and proposals to a diverse audience.

- Research, analyze and interpret complex data; maintain accuracy, reach conclusions, make recommendations, and develop staff reports.
- Define problem areas and evaluate, recommend, and implement alternative solutions to complex issues and problems.
- Be detail oriented and manage multiple projects in a fast-paced environment.
- Work independently.
- Deal tactfully and maintain effective working and diplomatic relations with various levels of staff, the public, civic organizations, and representatives from governmental, industry, media, and other agencies.
- Demonstrate sensitivity to and respect for the rights of individuals and differences in people's ethnic and cultural heritage, attitudes, beliefs, goals, and interests.
- Promote teamwork, a positive work environment, and collaborative problem solving.
- Work effectively in stressful situations involving tight deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Working Conditions and Essential Requirements

The physical demands described here are representative of those required for the position. Position requires sitting, walking, standing, bending, and twisting in the performance of daily activities. The position requires hand manipulation and repetitive hand movement and fine coordination in using a computer keyboard and other office equipment. The position requires near and far vision in reading reports and use of a computer. Acute hearing is required in supporting meetings and providing phone and in-person customer service. Fine and gross motor control is required to place and operate diagnostic and data collection equipment in a variety of settings. The position occasionally requires lifting and/or moving objects. RCEA will make reasonable accommodation of the known physical or mental limitations of a qualified applicant with a disability upon request. Possession and continued maintenance of a valid class C California driver's license or the ability to provide alternate transportation and a safe driving record is required.

Preferred Qualifications

- Master's degree with a focus on energy efficiency and/or renewable energy.
- Knowledge of RCEA programs.
- Prior experience working with public agencies and/or utilities.
- Experience working with organizations involved with projects and programs in the areas of environmental and economic development.
- Experience working in an entrepreneurial context.

THE REDWOOD COAST ENERGY AUTHORITY IS COMMITTED TO A DIVERSE WORKFORCE AND IS AN EQUAL OPPORTUNITY EMPLOYER. RCEA MAINTAINS AND PROMOTES A POLICY OF NONDISCRIMINATION AND NONHARASSMENT ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, HANDICAP, MARITAL STATUS, SEXUAL ORIENTATION, AND NATIONAL ORIGIN OR GENETIC CHARACTERISTIC.