

**FINAL POSITION DESCRIPTION FOR:  
FPM GS-13 MANAGEMENT ANALYST – (December 20, 2010)**

**POSITION DESCRIPTION**

**Management Analyst, GS-343-13**

**Office of Field Policy and Management**

**Working/Organizational Title: Senior Analyst**

**I. INTRODUCTION**

The Regional and Field Offices of the Department of Housing and Urban Development (HUD) are the face of HUD to the state and local governments and citizens of the geographical areas that they serve across America. They assist the full range of HUD's institutional and individual customers and provide support for all HUD program areas including Housing, Community Planning and Development, Public and Indian Housing, and Fair Housing. These offices serve a pivotal role in ensuring the integration of all HUD programs in their assigned geographical areas. As such, they are key to providing citizens integrated program support and assuring support for sustainable, vibrant and economically viable communities across America. They also provide a vital service to the various HUD program offices linking program capabilities to community needs and resolving HUD cross-program issues in the geographic area. The Regional Office and Field Offices oversee HUD's overall community outreach and customer service efforts, operations, and administrative functions in their respective jurisdictions.

The GS-13 Management Analyst position is located in HUD's Office of Field Policy and Management Office, in the Regional and Field Offices. Under the supervision of the Regional Administrator (RA), Deputy Regional Administrator (DRA) or the Field Office Director (FOD), the Senior Management Analyst works in a team setting which supports the oversight and delivery of housing and community development programs along with special initiatives for the purpose of developing sustainable communities that promote decent housing, a suitable living environment and expanded economic opportunities.

The incumbent serves as an expert, demonstrates effective judgment skills, and uses HUD's current technology and software programs to facilitate activities, communications, and related reports on behalf of the RA/DRA or FOD in liaison activities. Overall, activities include: furthering HUD's mission and annual goals; assessing community needs; ensuring that community needs are addressed, furthering effective internal and external collaboration efforts across HUD program areas and between HUD and other federal, state and local governments, clients and organizations; and leveraging place-based policies, planning, and program investments to draw on the compounded effect of well-coordinated actions. He/she also assists in resolving cross-program issues, in developing approaches and place-based solutions, and in completing various reports and analytical research, while also helping to build capacity within the state and local agencies, organizations, stakeholders and other related grantees which operate within the community and deliver HUD programs.

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**II. MAJOR DUTIES AND RESPONSIBILITIES**

The Senior Management Analyst:

1. Serves as a liaison for the RA or FOD responsible for facilitating meetings, conferences and events, and communicates with HUD stakeholders, program officials, State and local leaders, state legislators, representatives of industry, foundations, universities, public and private interest groups.
2. Establishes, develops and maintains constructive and effective relationships with local Congressional staff and state and local elected officials. Coordinates and arranges briefings for officials on HUD programs and activities, maintains liaison activities with appropriate regional or headquarters officials.
3. Serves as HUD's primary point of contact for consumer and industry partners, HUD client groups, and the general public. Refers or investigates customer inquiries and requests, and ensures a timely HUD response to same, and resolves problems. The Senior Analyst also keeps the supervisor informed of unresolved or controversial issues, and related progress.
4. Coordinates HUD program goals and initiatives, internally, and with other federal, state, and local agencies, private sector and non-profit organizations, and planning organizations. He/she also collaborates with these organizations and individuals to ensure effective interagency coordination as well as to build strong and effective internal collaborative efforts and interagency partnerships.
5. Coordinates Departmental initiatives, cross-program efforts, and interagency policies and goals, such as place-based strategies, community sustainability, faith and community-based initiatives, and homeless services and assistance.
6. Resolves sensitive, controversial and complex situations, while assessing, identifying and recommending solutions that balance Departmental requirements with community needs. The Senior Analyst is also assigned the most complex and sensitive correspondence that includes responses to FOIA requests, Congressional requests, casework and inquiries, and correspondence from state and local leaders, grantees, other stakeholders, and the public. He/she also ensures compliance with statutory and required response deadlines, and keeps the supervisor informed of progress through status updates until the issues are resolved.
7. Researches, analyzes, evaluates, and reports on system-generated data, narrative information, and statistical data, and develops written input for briefings, data-calls, meetings, community and demographic profiles, charts, and the like. Also, he/she participates in coordinating and completing special and recurring projects

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under the cognizance of other Regional or Field organizations. In addition, the Senior Analyst researches, analyzes and evaluates policies and regulations to resolve conflicts or other local challenges and customer service complaints, as well as to devise creative, effective, and useful solutions to emerging issues. The work assigned is normally among the most complex received in the Regional or Field Office.

8. Is responsible for special reporting relating to the field offices of his/her jurisdiction. Develops briefing papers and hot issues reports for HQ and for coordination of visits to areas by high level headquarters and regional staff.
9. Prepares for, and conducts, informational and technical assistance meetings on HUD programs and Departmental initiatives for current and prospective customers, including state and local government officials, trade and professional groups, businesses, financial institutions, non-profit organizations and the public.
10. Convenes, and participates in, cross-program and collaborative team efforts and other significant meetings. Identifies and develops background material for agenda items and develops stakeholder lists and information on participants' interests and needs and related topics of discussion.
11. Responsible for developing, updating, and coordinating customer service plans and outreach activities that inform and educate the general public about HUD's programs and services. Establishes and maintains a current customer service database of faith-based, public and private industry partners and philanthropic organizations in communities for the geographic service area of the office.
12. Coordinates and organizes special events, seminars, ceremonies, and other activities intended to develop interest, generate awareness of, and availability of opportunities to participate in agency programs.
13. Assists and supports the public affairs function, including coordination of special activities, events, and related communication needs. In the absence of the public affairs specialist, assists RA/DRA or FOD in responding to questions and resolving issues from the media and congressional staff involving HUD programs. Conducts technical reviews of written materials prepared for RA/DRA or FOD approval and signature, and finalizes press releases using a standard template, in compliance with agency procedures regarding completeness, format and timeframes. The Senior Analyst also directs the preparation and ensures completion of such written products on behalf of the RA/DRA or FOD.
14. Conducts reviews of grantee plans and completes periodic community assessments and demographic profiles to identify major community needs, opportunities for new or sustainable development, and to assess the effective use

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of HUD programs and investments, and any potential conflicts or local inconsistencies between programs.

15. Proactively, using analytical and written skills, participates in the development, coordination, implementation of, and reporting on, Management Action Plan (MAP) goals and accomplishments. The Senior Analyst recommends initiatives or actions to management that support the timely and effective development and implementation of program goals and objectives in alignment with HUD's Strategic Plan, Annual Performance Plan, and the MAP and then monitors the MAP to assist management in ensuring timely jurisdictional and regional share achievement of the MAP strategic objectives and goals.
16. Independently performs and/or supports the fulfillment of administrative and management functions that ensure compliance with a number of organizational requirements, including Departmental and Management Action Plan reports; disaster recovery plans and rebuilding actions and reports; timely responses to controlled and Executive Secretariat correspondence and FOIA requests; maintenance and testing of Continuity of Operations Plans (COOP), and issuance of Departmental, Regional, and local press releases, among other requirements. The Senior Analyst applies existing and new policies in accordance with protocols, provides advice on requirements, and oversees and assures the timely and accurate maintenance of data bases that reflect the fulfillment and/or status of jurisdictional and regional goals, requirements and/or systems.
17. Acts for and/or represents the FOD, as applicable, in his or her absence. At the Regional Office level, this position provides support to the Acting RA/DRA in the absence of the RA/DRA.
18. Serves as a subject matter expert for assigned areas and topics, and develops and updates local policies, standards, and procedures pertaining to various operating protocols. He/she is responsible for maintaining current knowledge of changes to policies and procedures and ensuring that the FOD/ RA/DRA, as applicable, is kept abreast of such changes and potential impacts on FPM.
19. As assigned, provides support to the RA/DRA/FOD in managing HUD's response in disaster recovery and rebuilding efforts, and in maintaining contact with applicable Field Office Directors to ensure management of the field's disaster relief responsibilities and efforts. The Senior Analyst also coordinates with other Federal, state, and local agencies in providing disaster assistance, as appropriate
20. In completing program management and execution, community liaison and development activities, analytical assignments, and education outreach and informational assignments and responsibilities, the Senior Analyst is expected to use the full range of automated technology tools available in the organization,

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including those available from the MS Office Suite and similar information technology tools.

21. Performs other duties as assigned.

**III. FACTOR LEVEL DEFINITIONS**

**Factor 1–Knowledge Required by the Position Level 1 – 7, 1250 Points**

Employees assigned to this position possess:

Comprehensive knowledge of HUD programs and community outreach initiatives sufficient to plan and conduct the analyses described above, and ability to propose appropriate solutions to the problems identified.

Knowledge of a wide-range of qualitative and quantitative methods, and technical tools, to assess and improve program effectiveness, management processes, and systems, as well as the ability to conduct detailed reviews and to analyze data to prepare reports that address inadequacies in customer service and program outreach efforts, to apply evaluation methodologies, such as survey assessments, to measure customer satisfaction with program delivery and customer service and to arrive at conclusions and recommended actions.

Keen analytical skills and the ability to research local community-based trends, marketing strategies, approaches and best practices to improve community programs; and to analyze data, customer complaints and policies, and to institute methods to solve problems. The Senior Analyst is expected to coordinate with Departmental and other internal and external groups to assure an integrated approach to completing assigned tasks.

Knowledge of business and industry practices, policies, and concepts to assist in providing quality advisory services to HUD's current and potential customers and clients.

Demonstrated interpersonal and collaboration skills and the ability to work effectively with senior level officials and staff, Department stakeholders, grantees, and various community client partners; and to facilitate or present recommendations and solutions among interested parties.

Demonstrates skills and ability to communicate orally, and in writing, to produce clear and concise briefings, presentations and reports and to communicate effectively with a variety of audiences.

Knowledge and use of personal computer software applications to analyze information and data, and to prepare reports, graphics, data, and charts that are used to track information, perform monitoring functions, and disseminate information on program

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oversight, administration processes, and other FPM program functions. The Senior Analyst is expected to maintain technical proficiency in software programs and applications used at HUD.

Ability to make correlations between market trends and HUD programs, and related shortfalls and service gaps.

**Factor 2– Supervisory Controls Level 2 – 4, 450 Points**

The Senior Analyst works under limited supervision. When assignments are made, the Senior Analyst is given a general outline of objectives to be achieved and their priority. The employee independently plans, schedules, and implements projects that require analysis and evaluation of programs effectiveness, including recommending methods of improvement. He/she confers with the supervisor to establish deadlines and resolve policy questions. The supervisor is informed of controversial community issues and consults on how to resolve these issues. Completed work is reviewed for soundness of overall approach and conformance with controlling management policies and procedures.

**Factor 3–Guidelines Level 3 – 5, 650 Points**

Guidelines are the full range of HUD administrative policy statements, regulations protocols and instructions, as well as Departmental memoranda and HUD housing guidelines and regulations. Other guidelines may include federal, state and local statutes, directives, policies, legislative proposals, ordinances and amendments. Often these guidelines lack specificity to address complex issues, thus requiring the employee to develop relevant data and exercise a high degree of judgment and creativity in the selection, interpretation and adaptation of these guidelines as a source of reference in resolving complex problems, issues and initiatives.

**Factor 4– Complexity Level 4 – 5, 325 Points**

The work consists of diverse projects, community housing and development resources and issues that require in-depth analysis of interrelated issues regarding the effectiveness, efficiency, and productivity of substantive management and housing and community development functions. Prepares detailed plans, goals and objectives regarding difficulties, and identifies decisions and solutions regarding what needs to be accomplished in controlling controversial situations which are sensitive and complex in nature. Options, recommendations, and conclusions developed by the employee take into account and give appropriate weight to the complexities and uncertainties about the data and other variables which affect long-range program performance.

**Factor 5–Scope and Effect Level 5 – 5, 325 Points**

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The purpose of the work is to analyze and evaluate program results, impacts, and other aspects of substantive, mission-oriented programs, and to ensure, as applicable, that the goals and objectives of the offices of the Regional Administrator/Deputy Regional Administrator or the Field Office Director and the Department, overall, are being met within Departmental and community outreach program policies and guidelines; and to provide a level of expertise in identifying and providing innovative solutions to critical problems and issues related to a variety of associated program applications. The work involves identifying and developing ways to resolve internal and external housing and community development goals, challenges, and problems and/or to cope with issues which directly affect the accomplishment of principal program goals and objectives.

**Factor 6 and 7–Personal Contacts and Purpose of Contacts Level 3C, 180 Points**

Personal contacts include significant groups of management and elected officials who are empowered to make decisions. This category includes mayors, local officials, federal officials, banking groups, community action groups, tenant groups, and lenders and savings and loan bank entities. Other personal contacts include members of a variety of professional groups and associations involved in a number of housing and community development programs or initiatives.

The purpose of the contacts is to coordinate and carryout assigned projects and work as well as to provide audiences of opinion leaders and decision makers to whom HUD programs and policies can be presented. The employee may provide information at professional conferences, summits, forums, standing committees, and meetings convened to deal with a variety of issues of considerable consequence or importance.

**Factor 8–Physical Demands Level 8 – 1, 5 Points**

The work is primarily sedentary in nature. No special physical demands are required. However some lifting of containers or boxes of materials or displays (up to 30 lbs) for distribution or display at public outreach events and meetings may be required.

**Factor 9– Work Environment Level 9 – 1, 5 Points**

The work is typically performed in an adequately lighted and climate controlled office. The work also requires out of office meetings with local community groups in non-traditional office environments, that may involve exposure to moderate discomforts, risks, or unpleasantness environment. Travel required.

**Total Points – 3190**

**Grade Conversion – GS-13 (3155 – 3600)**