

County of Santa Cruz

INVITES YOU TO APPLY FOR:



BUSINESS ANALYTICS MANAGER

Human Services Department
Supplemental Questionnaire Required

Open and Promotional
Job # 24-AN6-01

Salary: \$9,030 – 12,286 / Month

Closing Date: Friday, September 27, 2024

County Equity Statement

Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion.

Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.

THE JOB: Under general direction supervises and directs the Business Analytics unit of the Human Services Department which is responsible for designing and developing data reports, infrastructure and tools and analyzing information to improve and optimize business decisions and performance across the department; and performs related duties as required. **The list established will be used to fill the current vacancy and it may also be used to fill other vacancies during the life of the eligible list.**

The option for remote work may be available based on the type of work and operational needs, upon successful completion of probation.

THE REQUIREMENTS: Any combination of training and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:

Equivalent to a Bachelor's Degree from an accredited college or university in Computer Science, Statistics, Data Management or closely related field.

AND

The equivalent of four years of full-time progressively responsible professional experience monitoring, manipulating and drawing insight from data. At least two years of this experience should be in a supervisory capacity.

Master's Degree may be substituted for one year of non-supervisory experience.



Special Requirements/Background Investigation: Some positions may require fingerprinting and/or background investigation.

Knowledge: Thorough knowledge of Public Administration principles and practices, including strategic planning; goal setting; program development; implementation and evaluation; administrative organization; and management in a public setting; procedures, practices, and legislation governing the maintenance, storage, dissemination and safeguarding of information; laws, codes and regulations governing activities, including quality assurance practices, privacy standards, and corporate compliance regulations; and the tools, technologies and practices needed to perform in-depth analysis of data. Working knowledge of the principles, practices and methods of training, mentoring and supervision; written and verbal communication skills; research and program evaluation techniques; statistical modeling techniques; the functions and services of a local Human Services Department; interviewing and investigating techniques; and computer applications related to the work including relational databases.

Ability to: Read, interpret and Identify and understand business needs and objectives; develop strategies for effective data analysis and reporting; oversee program and process evaluations; define county-wide metrics and relevant data sources; select, configure and implement analytics solutions; supervise and coordinate the work of professional and technical employees; plan, supervise and evaluate the work of subordinate staff; lead and develop a team of analysts and IT staff; analyze existing tools and databases and provide software solution recommendations; translate business requirements into non-technical, lay terms; plan and manage numerous processes, people and projects simultaneously; delegate tasks with ease; oversee all analytics operations to correct discrepancies and ensure quality; extract reports from multiple sources (e.g. operations, IT, customer feedback); build systems to transform raw data into actionable business insights and plans; apply business knowledge to interpret data and improve performance; exhibit effective working relationship, collaborative, and communication skills.

THE EXAMINATION: Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

HOW TO APPLY: Apply online at www.santacruzcountyjobs.com or mail/bring an application and supplemental questionnaire to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Personnel Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

Women, people of color and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

Some positions may require fingerprinting and/or background investigation.

BUSINESS ANALYTICS MANAGER– SUPPLEMENTAL QUESTIONNAIRE

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.

1. Describe your experience supervising teams, particularly teams working on technical projects. Identify ways you motivated and monitored teams to complete timely complex technical projects.
2. Describe your experience overseeing or performing the acquisition and/or reporting of data to meet operational needs. Please specify your role, technology used and how the data was used by the organization, client, or community.
3. Describe your experience with research and/or program evaluation. Please be specific about your role and methods used.

EMPLOYEE BENEFITS:

VACATION – 16 days 1st year, increasing to 31 days per year after 15 years of service. Available after 1 year of service.

ADMINISTRATIVE LEAVE – One week advanced upon appointment; two weeks accrued each year; can be taken in cash or time off.

HOLIDAYS – 14 paid holidays per year.

SICK LEAVE – Six days per year.

BEREAVEMENT LEAVE – 3 days paid in California, 5 days paid out-of-state.

MEDICAL PLAN – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

DENTAL PLAN – County pays for employee and eligible dependent coverage.

VISION PLAN – The County pays for employee coverage. Employee may purchase eligible dependent coverage.

RETIREMENT AND SOCIAL SECURITY – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013(PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

LIFE INSURANCE – County paid \$50,000 term policy. Employee may purchase additional life insurance.

LONG TERM DISABILITY PLAN – Plan pays 66 2/3% of the first \$13,500, up to \$9,000 per month maximum.

DEPENDENT-CARE PLAN – Employees who pay for qualifying child or dependent care expenses may elect this pre-tax program.

H-CARE PLAN – Employees who pay a County medical premium may elect this pre-tax program.

HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA) – Employees may elect this pre-tax program to cover qualifying health care expenses.

DEFERRED COMPENSATION – A deferred compensation plan is available to employees.

Note: Provisions of this bulletin do not constitute an expressed or implied contract.

County of Santa Cruz

www.santacruzcountyjobs.com