

# Staff Services Analyst

## *Essential Task Rating Results*

1	Participate in teams for the purpose of achieving set goals and completing project work.
2	Facilitate meetings related to one's specialty (e.g., personnel, contracts, accounting, budgets, exams) to resolve problems, gather information, and/or promote organizational goals and objectives.
3	Interact with customers or clients in a service-oriented environment to answer questions, resolve issues and provide products and services as requested.
4	Respond to problems or complaints using a calm, courteous, and tactful approach to achieve resolution.
5	Interact with management, staff, and internal/external clients to facilitate the overall efficiency and productivity of the work unit.
6	Respond to inquiries from legislative offices, government agencies, special interest groups, and the general public in accordance with established policies and guidelines.
7	Verbally explain or clarify policies or issues related to projects or assignments (e.g., specifying methodologies used, explaining projected timelines, defining technical procedures) for clarification.
8	Verbally summarize data and information in response to questions/inquiries from various audiences.
9	Provide verbal instructions to lower level staff to guide progress with projects or assignments.
10	Communicate verbally in stressful situations (e.g., dealing with angry or hostile individuals, handling multiple requests for information simultaneously) to resolve conflict.
11	Present information orally to audiences regarding training, policies, procedures, projects, etc., to educate and inform.
12	Provide ongoing and concise updates to management on projects and work products to keep management informed of work status.
13	Create memos, letters, and correspondence documents to communicate information to peers, supervisors, outside agency personnel, and the public.
14	Prepare detailed notes regarding project activities and timelines for inclusion in reports, correspondence, and other written materials related to project status.
15	Provide written feedback and reviews of work projects (e.g., reports,

	correspondence) for staff, clients, and various audiences to ensure accuracy and completeness.
16	Create technical research reports (e.g., analysis, validation, census) for presentation to staff, clients, and various audiences.
17	Develop and edit instructional materials to clarify procedures (e.g., work standards, project parameters, office procedures, computer operations) for staff, clients, and various audiences.
18	Edit a variety of written materials (e.g., memos, letters, reports, procedures) to ensure the accuracy and completeness of the information presented.
19	Proofread a variety of written materials (e.g., memos, letters, reports, procedures) to verify the use of correct format, punctuation, grammar, syntax, and sentence structure.
20	Utilize appropriate research strategies and techniques for specific projects to complete work assignments.
21	Conduct research to compile information needed for projects or assignments using available resources (e.g., work database, internal/external clients, internet sources).
22	Retrieve information regarding project activities and work assignments from hard copy and electronic files for use in planning work activities and completing assignments.
23	Interpret complex or technical information and materials (e.g., trade journals, academic journals, technical reports, work procedures and standards) for application to work assignments.
24	Develop project timelines detailing the expected progression for management, clients, and various audiences to ensure project completion.
25	Review forms and documents for completeness and/or accuracy (e.g., billing statements, applications).
26	Recommend a course of action under tight time constraints and with limited information to ensure problem resolution and efficiency of services.
27	Identify problems or issues that affect the progress of projects or assignments (e.g., time constraints, resource limitations, scheduling conflicts) to ensure positive outcomes.
28	Identify appropriate alternatives (e.g., modifying schedules, adjusting deliverable dates, altering resources allocations) to resolve problems or issues related to the completion of projects or assignments.
29	Complete assignments with stringent deadlines to ensure commitments and efficiency standards are met.

30	Complete complex and difficult assignments independently and accurately with minimal supervision.
31	Adjust work plans in response to changing priorities, problems or setbacks to allow for the completion of a project by a newly established date.
32	Manage competing projects by prioritizing current workload to ensure timely completion of assignments.
33	Use word processing software to develop and format documents (e.g., memos, letters, reports, tables and/or graphs, presentations).
34	Use spreadsheet software to present data and information in an organized manner (e.g., tables, graphs, charts).
35	Use spreadsheet software to perform mathematical and statistical calculations (e.g., sums, means) when summarizing and presenting information.
36	Use personal computer database software to enter, organize, track, and retrieve data (e.g., billing records, mailing lists, project milestones).
37	Provide training and support to new staff to guide progress with projects or assignments.