



## **Now Hiring - Confidential Analyst: Office of the President**

Join a growing consulting firm as an entry level confidential analyst. This position pays \$17.50/hour to start and is part-time at 20 hours per week and is estimated to be full time within one year. This position could grow to full time with career advancement and multiple career paths. This position is entry level with steps for advancement and is intended to be the first step in a series.

This position is needed for entry level confidential management analyst office work, primarily conducting special projects, studies, typing reports, preparing for seminars, and related work as required. Customer service best practices, contact center familiarity, and sales experience are preferable. This position will initially require up to ten hours a week on location with a rotating schedule to be determined week to week. Remaining required work could be conducted in candidate's own home office or at our Headquarters office in Escondido, CA. Office hours/schedule will change weekly. Saturday hours are usually required.

### **EXAMPLES OF DUTIES**

The examples of functions listed are representative but not necessarily exhaustive. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.

#### **Essential Functions include, but are not limited to:**

1. Provides responsive, high quality service to employees, clients, vendors, representatives of outside agencies, and members of the public by providing accurate, complete, and up-to-date information in a courteous, efficient, and timely manner.
2. Researches information; compiles and analyzes data.
3. Prepares proposals, contracts, training modules, client projects and reports.
4. Maintains inventory control.
5. Types forms, reports, charts, graphs, tables and PowerPoint presentations.
6. Involved in social media including Twitter, Facebook, LinkedIn, HootSuite and Web site updates.
7. Establishes and maintains confidential files and record keeping systems using computer applications that include the use of electronic mail, word processing, spreadsheets and databases.
8. Composes letters and drafts eNewsletters, blogs and other correspondence.
9. Edits and prepares documents
10. Conducts sales activities
11. Conducts on site client interviews and other activities

### **KNOWLEDGE, SKILLS AND ABILITIES**

#### **Knowledge of:**

- ◆ Outstanding customer service skills via telephone, office, and online etiquette
- ◆ Business English including spelling, punctuation, grammar, capitalization, and word usage
- ◆ The operation and use of office equipment including personal computers, copiers, calculators, and digital recording devices

- ◆ Principles and practices of public and business administration
- ◆ Data collection, analysis, and interpretation
- ◆ Research methodology for the analysis of a variety of complex data
- ◆ Report writing techniques
- ◆ Political savvy
- ◆ Mathematics, statistics, and statistical analysis
- ◆ Government organization functions and services
- ◆ Modern office practices including information management and technology
- ◆ Current technology and trends in the profession/industry
- ◆ Study validation methods
- ◆ Program management
- ◆ Impact of programs on operations
- ◆ Basic budgetary principles and practices
- ◆ Telephone, office, and online etiquette
- ◆ Related rules, policies, procedures and manuals of Customer Service Advantage, Inc.
- ◆ Customer Service Advantage Inc. customer service standards and expectations

#### **Skills and Abilities to:**

- ◆ All client work is confidential. Must demonstrate ability to maintain confidentiality of sensitive information. Willingness to sign non-disclosure agreement.
- ◆ Compile, organize, analyze and interpret data
- ◆ Analyze information, problems, conditions, situations, and policy and procedures
- ◆ Read and comprehend material such as contracts, ordinances, legislation, policy and procedures, directives, and manuals
- ◆ Prepare written reports, summaries, manuals, analyses, and displays of information
- ◆ Prioritize work to meet established deadlines
- ◆ Understand organizational and political implications of research findings, recommendations, and decisions
- ◆ Make oral presentations
- ◆ Use electronic mail systems
- ◆ Use word processing, spreadsheet and other computer application programs and equipment in the production of work (Microsoft Office Suite)
- ◆ Compose correspondence and routine reports
- ◆ Proofread and review work for accuracy, correctness, and completeness
- ◆ Compile and summarize financial, statistical, and other data
- ◆ Read, understand, follow, and explain to others policy and procedures
- ◆ Make arithmetic calculations
- ◆ Operate a wide variety of modern office equipment
- ◆ Provide prompt, efficient and responsive service
- ◆ Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations
- ◆ Establish effective working relationships with management, employees, external customers representing diverse cultures and backgrounds



- ◆ Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in adverse situations, which require a high degree of sensitivity, tact and diplomacy
- ◆ Treat employees, clients, vendors and members of the public with courtesy and respect

### **Desirable Traits**

Honest and Trustworthy, Demonstrates Ethical Behavior, Thrives in Learning Environment, Self-Directed and Needs Minimal Supervision (Self-Motivated), Communicates Effectively, Knowledge Worker, Customer Focused, Values and Respects Others, Drives to Excel, Teamwork and Collaboration, Supportive of Change, Attention to Detail, Integrity.

### **Education and/or Experience**

Education, training, and/or experience that demonstrates possession of the knowledge, skills and abilities listed above. A bachelor's degree from an accredited US college or university in a related field, such as public administration or business administration.

### **REQUIRED LICENSES, CERTIFICATIONS OR REGISTRATIONS**

#### **License**

A valid California Class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle. Successful candidate will be asked to sign Non-Disclosure statement and follow specified procedures to maintain confidentiality.

### **SPECIAL NOTES**

#### **Working Conditions**

Work primarily takes place in an office environment. Work involves exposure to computer screens and use of basic office equipment.



## **Essential Physical Characteristics**

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.

Continuous: upward and downward flexion of the neck. Frequent: sitting, repetitive use of hand, grasping, and fine manipulation of hand to operate computers, printers, and copiers, lifting of objects weighing up to 10 pounds. Occasional: walking, standing, bending and twisting of the neck, bending and twisting of the waist, grasping, fine manipulation of hand, pushing, pulling, reaching above and below shoulder level, and lifting objects weighing up to 25 pounds.

## **Background Investigation**

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Drug testing and background checks may be required, depending on client contracting requirements.

*Interested candidates should send resume and letter of interest to [info@theCSAedge.com](mailto:info@theCSAedge.com)*