



**Code: 1141**

Family: Planning and Urban Development  
Service: Administrative  
Group: Statistical, Technical, and Analytical  
Series: Budget and Procedure Analysis

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## **CLASS TITLE: PRINCIPAL OPERATIONS ANALYST**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, functions as a technical expert or team leader in the design and conduct of a broad range of studies to improve operations, and performs related duties as required

### **ESSENTIAL DUTIES**

- Meets with managers to identify the scope of problems and define the objectives of studies
- Evaluates complex business and operational systems and drafts detailed flow charts and models to assess current work methods and processes
- Interfaces with senior leadership, program managers, and external stakeholders to identify, evaluate and define opportunities for improved efficiency, cost-savings and process improvements
- Develops work plans and data collection processes for achieving study objectives
- Designs in-depth survey questionnaires, scannable data collections forms, and/or web-based data collection systems and uses statistical analyses to evaluate collected survey data
- Coordinates and oversees professional analysts in the conduct of operations studies
- Researches techniques, methods, and processes to obtain information on specific areas under review
- Develops and oversees the maintenance of databases used to collect and report on information gathered
- Constructs complex mathematical models and uses computer applications to evaluate data
- Writes, reviews, and edits reports and manuals documenting study results and recommending changes to improve operations
- Develops and presents new or revised processes, procedures, and work standards to managers
- Develops performance measurements for new or modified programs and procedures
- Monitors and documents changes to ensure their effectiveness and recommends modifications as necessary
- Works with managers and consultants in program implementation
- Designs computer applications to automate manual processes, as required
- Defines specifications for consultants responsible for designing programs that will replace manual operations
- Facilitates training for staff to ensure strategic work plans are developed according to established guidelines

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Graduation from an accredited college or university with a Master's degree plus two years of work experience in operations analysis, project management, strategic planning, program

auditing or business management consulting **OR** a Bachelor's degree plus three years of work experience in operations analysis, project management, strategic planning, program auditing or business management consulting or an equivalent combination of education, training and experience provided the minimum degree requirement is met.

### **Licensure, Certification, or Other Qualifications**

- None

### **WORKING CONDITIONS**

- General office environment

### **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

### **PHYSICAL REQUIREMENTS**

- No specific requirements

### **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

#### **Knowledge**

Moderate knowledge of:

- \*program planning, analysis, development and implementation methods, practices and procedures
- \*applicable mathematical principles and applications
- \*research methods, analysis, and techniques
- \*database management
- \*data analysis and report preparation and writing

Some knowledge of:

- \*applicable federal, state, local laws, regulations, and guidelines
- \*applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, and regulations

Other knowledge as required for successful performance in the Senior Operations Analyst class

#### **Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*MATHEMATICS - Use mathematics to solve problems

- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- \*SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes
- \*SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- \*PROGRAMMING - Write computer programs for various purposes

Other skills as required for successful performance in the Senior Operations Analyst class

### **Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- REASON MATHEMATICALLY - Choose the right mathematical methods or formulas to solve a problem
- COME UP WITH IDEAS - Come up with a number of ideas about a topic
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other abilities as required for successful performance in the Senior Operations Analyst class

### **Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- STRESS TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations

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- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Senior Operations Analyst class

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
September, 2016

Minimum qualifications revised: March, 2018