



Code: 1143

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

CLASS TITLE: OPERATIONS ANALYST

CHARACTERISTICS OF THE CLASS

Under supervision, performs at the professional entry level designing and conducting studies to improve operations, and performs related duties as required

ESSENTIAL DUTIES

- Participates in meetings with managers to identify specific problems and define the objective and scope of the study
- Interviews staff, reviews procedural manuals, and drafts flow charts to assess current work methods and processes
- Drafts plans for achieving study objectives
- Designs survey questionnaires, data collection forms and/or web-based data collection systems, and participates in the review of survey data
- Conducts research to obtain information on specific areas under review
- Assists in the development and maintenance of databases to collect and report on information gathered
- Constructs basic mathematical models and/or uses computer applications to evaluate data
- Participates in the preparation of reports and manuals documenting study results and recommending changes to improve operations
- Assists in drafting new or revised processes, procedures, and work standards
- Participates in the development of performance measurements for new or modified programs and procedures
- Recommends improvements and monitors changes to ensure their effectiveness
- Works with managers and consultants in program implementation, as needed
- Defines specifications for consultants responsible for designing computer programs that will replace manual operations, as needed

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 Bachelor's degree or higher plus one year of work experience in operations analysis, project management, strategic planning, program auditing or business management consulting

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)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- program planning, analysis, development and implementation methods, practices and procedures
- applicable computer software packages and applications
- research methods, analysis, and techniques
- database management
- data analysis and report preparation and writing

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

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
- *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

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

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.

City of Chicago
Department of Human Resources
July, 2018