CLASS TITLE: Operations Analyst

CHARACTERISTICS OF THE CLASS: Under supervision, the class 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 simple survey questionnaires 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 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; monitors changes to ensure their effectiveness.

RELATED DUTIES: May work with managers and consultants in program implementation; may define specifications for consultants responsible for designing computer programs that will replace manual operations.

MINIMUM QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a Master’s degree in Business Administration, Operations Research, Computer Science or a related field, or an equivalent combination of training and experience.


Skill in the application of research techniques. Good analytical skills. Good math skills. Good oral and written communication skills. Good computer skills.

Working Conditions. General office environment.
Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

October, 2004
City of Chicago
Department of Personnel