CLASS TITLE: Principal Operations Analyst

CHARACTERISTICS OF THE CLASS: Under general supervision, the class 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 the study; interviews staff, evaluates complex systems and drafts detailed flow charts to assess current work methods and processes; develops work plans for achieving study objectives; designs in-depth survey questionnaires and evaluates 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 and participates in the editing of written 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.

RELATED DUTIES: May work with managers and consultants in program implementation; may design computer applications to automate manual processes; defines 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 supplemented by three years of progressively responsible operations research or analysis experience, or an equivalent combination of training and experience, provided the minimum degree requirement is met.

Ability to coordinate and conduct complex operations studies. Ability to design complex surveys and interpret results. Ability to summarize comprehensive research findings and prepare recommendations to improve operations. Ability to establish and maintain effective working relationships with department managers. Ability to coordinate and oversee the work of lower level staff.

Considerable skill in the application of research techniques and operations analysis practices. Considerable skill is evaluating existing operations and systems and preparing reports of recommendations. Considerable analytical skills. Excellent math skills. Excellent 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