CLASS TITLE: Senior Operations Analyst

CHARACTERISTICS OF THE CLASS: Under supervision, the class performs at the fully functional level designing and conducting studies to improve operations; and performs related duties as required. These positions require one year of professional experience.

ESSENTIAL DUTIES: Meets with managers to identify specific problems and define the objective and scope of the study; interviews staff, reviews procedural manuals and drafts detailed flow charts to assess current work methods and processes; prepares work plans for achieving study objectives; designs detailed survey questionnaires and evaluates collected survey data; conducts research to obtain information on specific areas under review; develops and maintains databases in order to collect and report on information gathered; constructs mathematical models and uses computer applications to evaluate data; drafts reports and manuals documenting study results and recommending changes to improve operations; drafts new or revised processes, procedures and work standards; develops performance measurements for new or modified programs and procedures; monitors changes to ensure their effectiveness and recommends modifications as necessary.

RELATED DUTIES: May work with managers and consultants in program implementation; participates in defining 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 one year of operations research or analysis experience.


Ability to conduct in-depth evaluations of existing processes and systems. Ability to design surveys and interpret results.
Ability to summarize research findings and prepare recommendations to improve operations.

Good 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
(Minimum Qualifications Revised: May, 2008)