



Code: 1126
Family: Legal and Regulatory
Service: Administrative
Group: Statistical, Technical, and Analytical
Series: Budget and Procedure Analysis

CLASS TITLE: SENIOR PERFORMANCE ANALYST

CHARACTERISTICS OF THE CLASS

Under general supervision, performs fully functional professional analysis of programs and operations in city departments and makes recommendations to improve their effectiveness, and performs related duties as required

ESSENTIAL DUTIES

- Conducts in-depth research and analysis of departmental operations and makes preliminary recommendations on the efficient and economical acquisition, protection, and utilization of its resources
- Interviews city employees and departmental managers to obtain information concerning internal processes and work practices
- Gathers, evaluates, and interprets narrative and statistical data in order to summarize current program activities
- Evaluates the risks relative to departmental programs and identifies processes and procedures to reduce or eliminate risks
- Drafts performance audit reports documenting the causes of inefficiencies and uneconomical practices and submits for supervisory review
- Participates in the development of performance audit plans, as required
- May provide oversight to lower-level positions in the conduct of performance audits

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 plus three years of work experience in program auditing or operations analysis, or an equivalent combination of education, training and experience, provided that 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, adding machine)
- 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**

Moderate knowledge of:

- *generally accepted auditing principles, methods, practices, and procedures
- research methods and procedures
- report preparation methods, practices, and procedures

Some knowledge of:

- *applicable federal, state, and local laws, regulations, and guidelines
- * applicable computer software packages (e.g., accounting software, data management software) and applications

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

Other knowledge as required for successful performance in the Performance 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
- *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
- *TIME MANAGEMENT - Manage one's own time and the time of others
- *JUDGMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Performance 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
 - RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong
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- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- 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 Performance Analyst class

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- 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 Performance Analyst class

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
April, 2013
February, 2022