



**Code: 1140**

Family: Planning and Urban Development

Service: Administrative

Group: Clerical, Statistical, Technical and Analytical

Series: Budget and Procedure Analysis

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## **CLASS TITLE: CHIEF OPERATIONS ANALYST**

### **CHARACTERISTICS OF THE CLASS**

Under direction, supervises and participates in the strategic planning and development of business process initiatives to improve city programs and operations, and performs related duties as required

### **ESSENTIAL DUTIES**

- Supervises professional staff engaged in reviewing current programs and operations, conducting data analysis, and creating and monitoring work plans to create efficiencies within city departments
- Interfaces with senior leadership from operating departments and the Office of Budget and Management (OBM) to identify and evaluate business needs and to define opportunities for improved efficiency, cost-savings, and process improvements
- Conducts data analysis to determine the sources of inefficiencies and collaborates with professional organizations, sister agencies, and municipalities to learn of best practices and performance benchmarks
- Develops and oversees the preparation of strategic work plans and timetables used in establishing performance improvement initiatives and the achievement of objectives
- Advises city departments in establishing key performance indicators to effectively measure the ongoing performance of programs and services
- Maintains contact with senior leadership from operating departments and OBM to understand department specific issues relative to budgetary considerations and develops potential solutions to positively impact departmental budgets
- Supervises the design of computer applications and models (e.g., mathematical, statistical, spatial, temporal) to assist in the assessment and collection of data
- Coordinates and reviews reports and communications recommending changes to work standards, procedures and performance measures
- Monitors implementation plans and evaluates improvements post-implementation
- Develops work standards and conducts performance evaluations of subordinate staff
- Conducts and facilitates training for staff to ensure strategic work plans are developed according to established guidelines

**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 Master's degree, plus four years of work experience in operations analysis, project management, strategic planning, program auditing or business management consulting of which two years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience.

**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**

Considerable knowledge of:

- \*generally accepted business process principles and practices
- \*program planning, development and implementation methods, practices and procedures
- \*program monitoring and evaluation methods, practices and procedures

Moderate knowledge of:

- \*supervisory methods, practices and procedures
- \*data analysis and report preparation and writing
- \* applicable computer software packages (e.g., accounting software, data management software) and applications
- applicable federal, state, and local laws, regulations, and guidelines

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

Other knowledge as required for successful performance in the Principal Operations 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 Principal Operations 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
- 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 Principal Operations Analyst class

### **Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INNOVATION – Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Senior Performance Analyst class

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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.

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City of Chicago  
Department of Human Resources  
March, 2016

Minimum qualifications revised: March, 2018