



Code: 1142

Family: Planning and Urban Development
Service: Administrative
Group: Statistical, Technical, and Analytical
Series: Budget and Procedure Analysis

CLASS TITLE: SENIOR OPERATIONS ANALYST

CHARACTERISTICS OF THE CLASS

Under supervision, performs at the fully functional level designing and conducting studies to improve operations, and performs related duties as required

ESSENTIAL DUTIES

- Meets with managers to identify specific problems and define the objectives and scope of the study
- Evaluates business and operational systems and drafts detailed flow charts and models to assess current work methods and processes
- Interviews staff and reviews procedural manuals to identify, evaluate, and define opportunities for improved efficiency, cost-savings, and process improvements
- Prepares work plans and processes for achieving study objectives
- Designs detailed survey questionnaires, data collection forms, and/or web-based data collection systems 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/or uses computer applications to evaluate data
- Drafts reports and manuals documenting study results and recommending changes to improve operations
- Reviews and/or drafts new or revised processes, procedures, and work standards
- Serves as a liaison to department divisions and external customers on the implementation of new business processes and procedures
- Develops performance measurements for new or modified programs and procedures
- Monitors changes to ensure their effectiveness and recommends modifications as necessary
- Works with managers and consultants in program implementation
- Participates in defining specifications for consultants responsible for designing computer programs that will replace manual operations
- Uses a variety of software programs to develop charts and presentation materials

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 two years of work experience in operations analysis, project management, strategic planning, program auditing or business management consulting or an equivalent combination of education, training and experience provided 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)
- 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**

Some knowledge of:

- *program planning, analysis, development and implementation methods, practices, and procedures
- *applicable mathematical principles and applications
- *research methods, analysis, and techniques
- *database management
- *data analysis and report preparation and writing
- *applicable federal, state, local laws, regulations, and guidelines
- *applicable computer software packages and applications

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

Other knowledge as required for successful performance in the 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
- *MATHEMATICS - Use mathematics to solve problems
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

- *SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes
- *SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- *PROGRAMMING - Write computer programs for various purposes

Other skills as required for successful performance in the 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
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- REASON MATHEMATICALLY - Choose the right mathematical methods or formulas to solve a problem
- COME UP WITH IDEAS - Come up with a number of ideas about a topic
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- COMPARE AND RECOGNIZE DIFFERENCES - Quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns (includes comparing a presented object with a remembered object)
- ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- 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 Operations 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.