



**Code: 1169**

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

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## **CLASS TITLE: OPERATIONS ANALYST - INSPECTOR GENERAL**

### **CHARACTERISTICS OF THE CLASS**

Under supervision, supports the Office of the Inspector General (OIG) in identifying opportunities for operational improvements, evaluates internal department operations to ensure optimal operational effectiveness, and performs related duties as required

### **ESSENTIAL DUTIES**

- Meets with managers to identify areas of improvement and define the objective and scope of internal performance analyses
- Interviews staff, reviews procedural manuals, systems and policies, collect and organize information on current state, and drafts findings, reports and/or flow charts to recommend efficient work methods and processes
- Uses project management tools or strategies such as process mapping to shape study objectives
- Designs survey questionnaires, data collection forms, and/or web-based data collection systems to gather information from OIG staff
- Reviews and analyzes survey data, interview notes, and other information collection tools; evaluates data to support recommendations to improve OIG operations and drafts internal memoranda and policy documents accordingly
- Conducts research to identify best practices and to obtain information on specific areas under review
- Assists in the development and maintenance of databases to collect and report on information gathered
- Assists in drafting new or revised processes, procedures, and work standards
- Participates in the development of performance measurements for new or modified programs and procedures
- Completes other tasks, as assigned by OIG senior staff, to aid in the improvement of OIG's operations

**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 or higher plus one year of work experience in operations analysis, project management, strategic planning, program auditing or business management consulting

#### **Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, multi-functioning devices, fax machine, calculator)
- Personal desktop, laptops and peripheral equipment (e.g., computer terminals, hand-held personal devices)

**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 computer software packages and applications
- research methods, analysis, and techniques
- database management
- data analysis and report preparation and writing

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

**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
- \*DATA ANALYSIS – Use standard office software products or statistical methods to collect, organize and analyze collected data
- \*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

**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
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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  
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