CLASS TITLE: **Program Analyst**

CHARACTERISTICS OF THE CLASS: Under general supervision, the class researches, analyzes and monitors the efficiency and effectiveness of programs and services relative to a department's operations.

ESSENTIAL DUTIES: Studies administrative and operational processes such as management reporting systems, staffing patterns, resource and equipment utilization, client services, and work methods and procedures to identify inefficiencies and opportunities for improvement; develops flowcharts, forms and work measurements to gather data in order to make a thorough analysis of programs and operations; researches management methods and techniques for use in developing new or revising existing operational procedures, work standards, programs and policies; creates and maintains a database of program statistics and budget information related to program activities and services for use in evaluating program cost effectiveness; prepares detailed reports of findings and recommendations for operational improvements; develops plans and time schedules to achieve recommended improvements; monitors changes to determine whether efficiencies are achieved and recommends additional changes and improvements as needed; writes and edits manuals to facilitate the uniform implementation of new or revised procedures and policies.

RELATED DUTIES: Assists in securing funding and identifying professional services needed to execute new or modified department operations; may oversee subordinate positions engaged in the research and evaluation process.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration or related field supplemented by two years of progressively responsible program evaluation experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Good knowledge of the principles and practices of program analysis, monitoring and evaluation. Good knowledge of research techniques and methods. Good knowledge of various management and organizational efficiency theories.

CLASS TITLE: **Program Analyst**   **(Cont'd)**

Ability to analyze, monitor and evaluate programs, policies and procedures. Ability to gather, analyze and interpret programmatic

data. Ability to prepare narrative and statistical reports. Ability to operate a personal computer and use applicable software packages.

Skill in the application of program analysis methods and techniques. Skill in assessing program efficiency and effectiveness. Good research and analytical skills. Good oral and written communication 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.

                                                    July, 2002
                                               City of Chicago
                                          Department of Personnel