



City of Phoenix OPERATIONS ANALYST

JOB CODE 05260

Effective Date: 08/18

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to design, conduct, and participate in major work standards, develop and implement new procedures and systems analysis covering a wide variety of functional areas. Assignments are comprehensive and complex and entail interactions between major organizational elements. Duties are conducted as a basis for design of systems, procedures, forms, and development of work measurements and training materials to effect methods improvement, work simplification, improvement of manual processing, or for adaptation to technology implementations or enhancements, or improvement of the decision-making process in administration of the City budget. Assignments are generally in the form of broad outlines of desired results and objectives, outlining the project, and providing general guidance. Wide latitude and considerable flexibility is allowed in developing the design and in conducting the study. The duties of this class require the exercise of experienced judgment in carrying assignments through to completion, and involve substantial contact with high level officials, managers, executives and consultants.

ESSENTIAL FUNCTIONS:

- Designs systems, procedures, forms, and work measurements and training materials to effect methods improvement, work simplification, improvement of manual processing, or for adaptation to computer processing;
- Designs or manages control reporting systems for use in unit measurement for evaluation of performance and for determination of staffing levels;
- Restacks daily staffing levels and /or recommends staffing levels to section head;
- Studies operational problems such as office space utilization, equipment utilization, management reporting systems, staffing patterns, and prepares written recommendations for changes and/or improvements;
- Develops project plans to achieve established objectives and time schedules;
- Writes and/or edits manuals for uniform use of new or revised procedures and policies including the development of training materials
- Evaluates office machines and office or heavy operations equipment relative to quality price and determination of best equipment;
- Evaluates technology solutions and assists in the implementation of new or upgraded technology including writing test scripts and conducting User Acceptance Testing;



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- Organizes, verifies, authors, and presents oral and written research reports for equipment utilization, service level trends, efficiency and other requirement across a wide range of operational areas;
- Gathers pertinent facts by researching techniques, methods, and procedures to make a thorough analysis;
- Identifies work elements in detail and develops complex flow charts, work standards, and work method improvements;
- Completes, or assists other in completing, various permit applications such as N.P.D.E.S. for storm water runoff, water or wastewater operations;
- Writes requests for proposals, and technical contract provisions;
- Evaluates technical contract provision and equipment bids;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles of work measurement and activity analysis.
- Principles of statistical methods and techniques.

Ability to:

- Employ work measurement techniques, using operating systems, computer systems and interactions with employees and managers. Understand and carry out oral and written instruction provided in the English language.
- Conduct studies and research with minimal supervision.
- Complete assignments with independent thought and action within the scope of specific assignments.
- Work cooperatively with other City employees, outside regulatory agencies, and the public.
- Enter data or information into a terminal, PC, or other keyboard device using various software packages.
- Make basic arithmetic calculations including addition, subtraction, multiplication, division, and percentage calculations.
- Comprehend and make inferences from written materials in the English language.
- Communicate orally with customers, co-workers, and the public in face-to-face one-on-one settings, in group settings, or using a telephone.



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- Produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Make presentations, conduct training and participate in process mapping activities
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.
- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

ACCEPTABLE EXPERIENCE AND TRAINING:

One year of experience in functional operations, operations research, industrial engineering, or public administration, and a bachelor's degree in industrial engineering, public administration, business administration or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.