CLASS TITLE: DIRECTOR OF RESEARCH AND PLANNING

CHARACTERISTICS OF THE CLASS

Under general direction, directs and coordinates research and development activities for a City department; and performs related duties as required

ESSENTIAL DUTIES

- Establish work objectives/priorities
- Directs and plans operational research and generally policy studies to improve operational efficiency and/or delivery of services
- Directs and oversees departmental staff and outside consultants engaged in policy research and analysis studies, and developing new computer systems
- Directs the implementation of new policies and procedures
- Monitors the demand for departmental services and recommends operational or procedural changes to meet those needs
- Proposes new or revised policies, programs, and services based on research data
- Monitors and evaluates the effectiveness of recommended programs and policies and recommends changes to improve effectiveness
- Prepares and administers the division's annual operating budget

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 in the Social Sciences, Public or Business Administration or a related degree field, plus five (5) years of experience in the development and management of major planning and research studies, including two (2) years of supervisory experience; 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

Comprehensive knowledge of:

- *development of comprehensive planning programs and studies
- *research practices and methodologies
- *data analysis and report preparation

Moderate knowledge of:

- *management and supervisory methods, practices, and procedures
- *applicable computer software packages and applications
- principles and practices of policy development

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 staying, 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
- *MANAGEMENT OF PERSONNEL RESOURCES – Motivate, develop, and direct people as they work and identify the best people for the job
- *TIME MANAGEMENT – Manage one's own time and the time of others
- *COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one

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 Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job

- INITIATIVE - Demonstrate willingness to take on job challenges

- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction

- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done

- 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

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.

City of Chicago
Department of Human Resources
January, 2022