CLASS TITLE: PERFORMANCE ANALYST

CHARACTERISTICS OF THE CLASS

Under immediate supervision, performs entry level professional analysis of programs and operations in city departments and makes recommendations to improve their effectiveness, and performs related duties as required

ESSENTIAL DUTIES

- Performs routine research and analysis of basic departmental processes and makes preliminary recommendations to improve efficiency

- Meets with city employees to obtain information concerning internal processes and work practices

- Collects and evaluates narrative and statistical data in order to summarize current program activities

- Drafts basic performance audit reports documenting the causes of inefficiencies and submits for supervisory review

- May participate in the development of performance audit plans

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 one year of work experience in program auditing or operations analysis, or an equivalent combination of education, training and experience, provided that 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, adding machine)

- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

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KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

<u>Knowledge</u>

Knowledge of:

- *generally accepted auditing principles, methods, practices, and procedures
- * applicable computer software packages (e.g., auditing software, data analysis software) and applications
- research methods and procedures
- report preparation methods, practices, and procedures

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

<u>Skills</u>

- *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
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *TIME MANAGEMENT - Manage one's own time and the time of others
- *JUDGMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

<u>Abilities</u>

- 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

- INITIATIVE - Demonstrate willingness to take on job challenges
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- 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
Date: April, 2013