

**LAKE COUNTY
POSITION DESCRIPTION**

TITLE: MANAGEMENT AND OPERATIONS ANALYST

DUTIES

GENERAL FUNCTION

The general function of the position is to perform complex work related to the analysis of business and legislative operations, research of both business operating practices and the administration of public policy. This position works closely with boards and commissions comprised of elected and County Board appointed officials. This position is under moderate supervision.

PRIMARY DUTIES: *This list represents the essential functions performed by the position. Employees may be assigned additional duties by management as required.*

Gathers and presents data related to the improvement, modification or initial implementation of general operating policies and procedures for administrative and legislative practices.

Serves as project manager or assist other departments in managing enterprise wide projects related to process improvement.

Serves as a liaison and project coordinator for elected and appointed boards and committees.

Assist elected and appointed boards and committees in the operation of routine business and application of public policy.

Assists in the implementation and oversees adherence of operating policies, including those related to the budget and human resources.

Complete reports of research activities including summaries, conclusions, assumptions, and recommendations. Writes reports or presents data in formats such as abstracts, graphs, or maps.

Analyze programs and assist departments with budget submissions.

Assist departments and elected officials in the evaluation of goals and operational efficiencies using performance measures and research of best practices.

Independently plan, design, and execute research projects to analyze various options, using research, data analysis, surveys, historical trends, and other common research techniques and statistical analyses.

Assists in the establishment, implementation and monitoring of evaluation systems used to determine the success of programs and systems.

RESEARCH ANALYST

Act as an internal consultant on matters of protocol, problems of research procedure or techniques, program evaluations, survey methods, and statistical data analysis to ensure the validity and integrity of the research project.

Conduct needs analysis studies and confers with others to determine training needs.

Conduct independent literature reviews and other surveys to develop new areas of investigation; and develops, implements, and modifies methods to ensure project efficiency, such as deadline controls and scheduling or data collection protocol.

Maintain records and prepare statistical reports to evaluate performance of and monitor internal programs.

All other related duties as assigned.

GENERAL RESPONSIBILITIES AND REQUIREMENTS

DATA RESPONSIBILITY: *“Data Responsibility” refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Researches and reports on activities and results. Shares information with others.

PEOPLE RESPONSIBILITY: *“People Responsibility” refers to individuals who have contact with or are influenced by the position.*

Persuades or influences others in favor of a service, course of action, or point of view.

ASSETS RESPONSIBILITY: *“Assets Responsibility” refers to the responsibility for achieving economies or preventing loss within the organization.*

This position has no direct responsibility over County assets, but advises departments on major financial and business operations decisions.

MATHEMATICAL REQUIREMENTS: *“Mathematics” deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

COMMUNICATIONS REQUIREMENTS: *“Communications” involves the ability to read, write, and speak.*

Reads journals, manuals, and charts to solve practical problems such methods and procedures for investigations; composes routine reports and specialized reports, forms, and business letters, with proper format; speaks compound sentences using normal grammar and word forms.

RESEARCH ANALYST

COMPLEXITY OF WORK: *“Complexity of Work” addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

IMPACT OF DECISIONS: *“Impact of Decisions” refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with serious impact - affects most units in organization, and may affect citizens;.

EQUIPMENT USAGE: *“Equipment Usage” refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles or uses machines, tools, or equipment requiring moderate instruction and experience such as computers, software programs such as word processing, spreadsheets, or custom applications, and office machines.

SAFETY OF OTHERS: *“Safety of Others” refers to the responsibility for other people’s safety, either inherent in the job or to assure the safety of the general public.*

Requires no responsibility for the safety and health of others.

EDUCATION AND EXPERIENCE REQUIREMENTS

EDUCATION REQUIREMENTS: *“Education Requirements” refers to job specific training and education required for entry into the position.*

Requires education or training equivalent to a bachelor’s degree in public or business administration. Master’s in Public Policy, Public Administration or other related field is preferred.

LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED: *“Licenses, Certifications, and Registrations” refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires possession of a valid Driver’s License, supplemented by a satisfactory driving record.

EXPERIENCE REQUIREMENTS: *“Experience Requirements” refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

RESEARCH ANALYST

Requires knowledge of the field of performance measurement; of evaluating the implementation and effectiveness of research and performance measurements; of best-practice models on both practices and performance; of comprehensive evaluations of programs' goals and objectives based on best-practice initiatives and trend analysis; and of collecting, processing, organizing, and interpreting data. Knowledge of government finance and/or administration is a plus.

AMERICANS WITH DISABILITIES REQUIREMENTS

PHYSICAL DEMANDS: *“Physical Demands” refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis; and some dexterity in operating machines, tools, or office equipment.

UNAVOIDABLE HAZARDS: *“Unavoidable Hazards” refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to bright/dim light; dusts and pollen.

SENSORY (ADA) REQUIREMENTS: *“Sensory Requirements” refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking abilities.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

Lake County is an Equal Opportunity Employer. ADA requires the County to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

**** FLSA Disclaimer: MAG consultants are not attorneys and do not offer legal opinions. The exemption status of any job classification should be reviewed by competent legal counsel.***