



Operations Analyst **(Office of Inspector General)**

Visit www.igchicago.org to apply

Under supervision of the Deputy Inspector General for Technology and Operations and other senior staff, supports the Office of the Inspector General (OIG) in identifying opportunities for operational improvements, evaluates internal department operations to ensure optimal operational effectiveness, and performs related duties as required.

DUTIES:

- Meets with managers to identify areas of improvement and define the objective and scope of internal performance analyses
- Interviews staff, reviews process documents, collects and organizes information on current practices, and drafts findings, reports and/or flow charts to recommend improvements to work methods and processes
- Uses project management tools or strategies such as process mapping to shape study objectives
- Designs survey questionnaires, data collection forms, and/or web-based data collection systems to gather information from OIG staff
- Reviews and analyzes survey data, interview notes, etc; evaluates data to support recommendations to improve OIG operations and drafts internal memoranda and policy documents accordingly
- Conducts research to identify best practices and to obtain information on specific areas under review
- Assists in the development and maintenance of databases to collect and report on information gathered
- Assists in drafting new or revised processes, procedures, and work standards
- Participates in the development of performance measurements for new or modified programs and procedures
- Completes other tasks, as assigned by OIG senior staff, to aid in the improvement of OIG's operations

MINIMUM QUALIFICATIONS: Graduation from an accredited college or university with a Bachelor's degree or higher plus one year of work experience in operations analysis, project management, strategic planning, program auditing or business management consulting

PREFERRED QUALIFICATIONS:

- Passionate, forward-thinking, and detail-oriented who is collaborative and motivated
- Outstanding ability to collaborate with other staff to achieve goals
- Experience in project management, program planning, and performance evaluation
- Knowledge of various research methods
- Experience using standard software products or statistical methods to collect, organize, and analyze collected data

ANNUAL SALARY: Commensurate with experience up to \$51,900

RESIDENCY REQUIREMENT: Employees must be a resident of the City of Chicago and proof of residency is required at the commencement of employment.

Employee Vaccination Requirement: City of Chicago employees must, as a condition of employment, be fully vaccinated against COVID-19 effective October 15, 2021. This Policy applies to all City employees. If you are not able to receive the vaccine for medical or religious reasons, you may seek approval for an exemption in accordance with applicable City processes. For more information on the vaccine policy please visit: https://www.chicago.gov/city/en/depts/dhr/supp_info/city-of-chicago-employee-vaccination-policy.html

WE VALUE DIVERSITY

The Office of the Inspector General (OIG) is an equal opportunity employer.

OIG is an inclusive organization that hires and develops all its staff of all levels regardless of race, religion, color, ethnicity, national origin, ancestry, marital or parental status, sex, gender expression or identity, sexual orientation, physical or mental ability, age, veteran status, and all other characteristics protected by law.

OIG strives to create the kind of workplace where a socially diverse mix of people can thrive professionally. We pride ourselves in meeting our legal charge to promote economy, effectiveness, efficiency, and integrity in government. Through the hard work of our passionate and innovative team, OIG aims to serve every community with equity, respect, and dignity.

If you would like to request a reasonable accommodation due to disability or pregnancy to participate in the application process, please contact the OIG's Supervisor of Personnel Administration Keyla Vazquez at kvazquez@igchicago.org. Please be prepared to provide information in support of your reasonable accommodation request.

THE CITY OF CHICAGO IS AN EQUAL OPPORTUNITY AND MILITARY FRIENDLY EMPLOYER

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. The City of Chicago does not participate in E-Verify (Employment Eligibility Verification System). In addition, employment at the Office of Inspector General is contingent upon a satisfactory criminal background check.