

OPERATIONS ANALYST

NATURE OF WORK

This is responsible analytics work supporting divisions within Lincoln Transportation and Utilities.

Work involves responsibility for assisting with analyzing, developing and coordinating innovative best practices and performance management strategies. Work includes providing a data driven approach to support division heads in the development and reporting of performance measures and identification of strategies and efficiencies focused on organizational improvement. Work is performed independently with work being reviewed by an administrative superior in the form of written reports and results achieved. Supervision may be exercised over subordinate staff.

EXAMPLES OF WORK PERFORMED

Evaluates business processes and practices for efficiency, cost and other important and beneficial metrics; gathers information by observing workflows, studying department reports, conducting employee interviews, facilitating work sessions and other methods of gathering important information and data.

Determines appropriate methods to analyze operations, relevant information and data; identifies and develops essential data for use in the management and direction of programs.

Documents findings, prepares reports and makes recommendations; delivers reports to department on industry trends and makes suggestion on how to maximize identified trends.

Communicates insights with Director and executive team; prepares detailed reports.

Creates dashboards and tools to summarize and visually represent complex data in a simple end-user experience.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of the principles, practices, methods and techniques of organizational improvement and management.

Considerable knowledge of the principles, practices, methods, and techniques of data collection and analyses.

Knowledge of performance management techniques.

Knowledge of project management and planning.

Ability to analyze and interpret data and submit reports upon analysis.

Ability to analyze administrative problems and situations and to present appropriate facts and recommendations concisely in written or oral form.

Ability to establish and maintain effective working relationships with municipal officials, co-workers and the general public.

Ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in public or business administration, mathematics, accounting, computer science, engineering or related field with three years of experience in data reporting and analysis or any equivalent combination of training and experience that would provide the required knowledge, abilities and skills.

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