

MAJOR FUNCTION

This is responsible professional and technical work that provides high-level support in the areas of: (i) analysis, planning, and implementation of business process solutions intended to improve efficiency and overall operational performance; and (ii) major project management and oversight. Work involves consulting with internal and external customers to gather operational information, analyze data and provide strategic, objective advisory services in areas such as change management, financial performance, marketing, business restructuring, human resources with an emphasis on managing risks and costs, and interacting with contractors and engineering firms on major projects. Work is performed under the supervision of a higher-level administrator and is reviewed by observations, consultations, and written reports for achievement of the desired results.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Initiates reviews, surveys, or studies of business processes and procedures. Conducts analysis to identify and understand operational/project issues. Presents findings, options and recommendations to supervisor. Assists with the implementation of recommendations/solutions including developing new and/or enhancing existing procedures and processes. Manages projects and programs. Provides assistance and guidance to department and user staff. Performs related work as required.

Other Important Duties

Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of business process analysis and principles and practices of project management techniques. Significant Knowledge of the specific technical area in question. Ability to assess and manage risk through analysis of financial, statistical and economic data. Ability to understand the processes and procedures of the various business or service departments within the City and Consolidated Dispatch Agency. Ability to conduct independent research and define results. Ability to establish and maintain effective working relationships as necessitated by the job. Ability to express ideas on technical subjects clearly and concisely, both orally and in writing. Ability to monitor multiple activities simultaneously.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, or a related field and four years of technical or professional experience that includes business process analysis or four years of professional experience that includes work relative to the field in which the vacancy exists; or an equivalent combination of training and experience.

Consolidated Dispatch Agency: Employees must successfully complete a fingerprint-based criminal history records check and must complete CJIS Security Awareness Training within the first week of employment.

Established: 08-01-14

Revised: 06-21-17

11-23-21

01-21-26