



OPERATIONS AND POLICY ANALYST 1

0870

GENERAL DESCRIPTION OF CLASS

The OPERATIONS AND POLICY ANALYST 1 supports operational units by evaluating program operations or administrative systems, planning improvements and implementing changes in policy, procedures or rules. Employees develop operational procedures that supplement existing administrative regulations or guidelines. They identify problems, analyze information and recommend more efficient or effective administrative procedures. They also track the legislative process and develop administrative procedures or rules to implement legislation.

DISTINGUISHING FEATURES

This is the first of a four-level professional series. At this level, the employee analyzes the issues then selects and applies accepted analytical techniques to solve conventional problems. Work procedures differ from one assignment to the next. Findings and recommendations are based upon analysis of easily obtainable information, review of operational records and research of precedents.

Application of easily obtainable information, existing guidelines, and accepted analytical techniques to conventional problems; affecting individual work units within an operating division or program, differentiate this classification from the higher levels.

DUTIES AND RESPONSIBILITIES

The duties listed are characteristic of the type and level of work associated with this classification. Individual positions may do all or some combination of the duties listed as well as other related duties.

1. Operational Support

Plan and do analytical research studies; prepare written summaries and conclusions of research on operational issues. Evaluate regulations and statute; develop and recommend administrative rules, policies and procedures that supplement agency operations or administrative processes. Compile and analyze data to draw conclusions and propose courses of action; prepare reports that summarize analysis and conclusions. Identify potential operational problems and recommend solutions. Participate on task forces to implement legislation or improve operational processes. Support advisory groups through information sharing and coordination of activities. Obtain data from interviews or other sources to evaluate quality of agency programs. Monitor program processes, procedures and results for compliance with regulations and effectiveness in meeting customer needs. Suggest ideas and ways to improve or enhance programs. Analyze, design and procure forms to support agency programs. Analyze performance measurement or production data to identify and monitor the quality and quantity of work; initiate action to improve deficiencies.

2. System Analysis and Improvement

Analyze operational reporting requirements by comparing information systems to regulations. Facilitate groups that identify processing or system errors. Work jointly with agency program staff to help them access needed data, or plan business reporting needs. Solicit information from staff across work units to help coordinate and prioritize system improvements. Analyze new technology for application to agency business processes. Prioritize system programming needs. Collaborate with information system staff to plan business system changes, and coordinate implementation. Explain operational business terms and data needs to system developers. Translate business processing concepts into documents usable by information system staff.

Create scenarios to assist in system testing. Test systems to verify that the system outputs comply with specifications and standards. Troubleshoot system reporting or data processing problems; analyze data processing problems for impact on other work units. Review records for processing errors; issue instructions to correct errors. Evaluate how errors occurred and recommend system improvements to prevent future errors. Organize, collate and publish system documentation during development and on implementation. Develop system user manuals or procedures. Develop and deliver training for system users.

3. Administrative Rule Coordination

During legislative session, review proposed statutes for possible new or needed revisions to administrative rules. Evaluate administrative rules and draft revisions or new rules based on statute or changes in legislation. Coordinate and oversee the administrative rulemaking process; coordinate agency review of rule changes; coordinate process with Secretary of State and Attorney General; organize and lead public hearings; answer questions from public, agency staff and legislative offices. Review and revise administrative rule, policy and procedure manuals. Find information and answer requests from legislators and the public. Edit testimony and track legislative activity. Research operational and program issues; recommend changes to policies, procedures and legislation based on research.

RELATIONSHIP WITH OTHERS

The Operations and Policy Analyst 1 has regular contact with staff members from other work units to coordinate projects, obtain and verify information and explain processes. They have regular contact with middle and executive managers within the agency to recommend actions or present information. Employees in this classification have regular contact with staff from other jurisdictions, legislative offices and the public to explain internal processes and give information. Contact is in-person, by telephone, and through electronic mail or other written documents.

SUPERVISION RECEIVED

The Operations and Policy Analyst 1 carries out her or his work through a variety of administrative regulations and procedural guidelines, which differ from one assignment to the next. Methods may not directly apply to the specific work assignment. The employee uses judgment in researching, choosing, interpreting or adapting the guidelines to specific issues or subjects.

The employee's work is reviewed for conformance with overall requirements, consistency of fact, choice of analytical method, and practicality of the recommendations. The supervisor typically reviews the result of study and recommendations prior to leaving the work unit.

KNOWLEDGE AND SKILLS (KS)**Basic knowledge of:**

Business and management principles involved in strategic planning, resource allocation, leadership technique, production methods and coordination of people.
Organizational theory and techniques of organizational analysis and evaluation.
Practices and procedures of administrative systems typical to complex organizations.
Business statistical methods.
Computer systems and software typical to the analysis and reporting of business data.
Administrative procedures and systems such as record keeping and managing filing systems, design and use of business forms and office terminology.
Techniques and methods of disseminating communication within an organization.
Structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.

Skill to:

Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Use mathematics to solve business problems.
Give full attention to what other people are saying, take time to understand the points being made, ask appropriate questions, and not interrupt at inappropriate times.
Talk to others to effectively convey information.
Communicate effectively in writing as appropriate for the needs of the audience.
Analyze information and evaluate results to choose the best solution and solve problems.
Observe, receive and otherwise obtain information from all relevant sources.
Identify the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
Identify information by categorizing, estimating, recognizing differences or similarities and detecting changes in circumstances or events.
Teach others how to do something.
Understand the implications of new information for both current and future problem-solving and decision-making.
Monitor and review information from materials, events, or the environment, to detect or assess problems.
Develop constructive and cooperative working relationships with others, and maintain them over time.
Encourage and build mutual trust, respect and cooperation among team members.
Translate or explain what information means and how it can be used.
Establish long-range objectives and specify the strategies and actions to achieve them.
Use computers and computer systems to set up functions, enter or compile data or process information.
Apply general rules to specific problems to produce answers that make sense.
Combine pieces of information to form general rules or conclusions including finding a relationship among seemingly unrelated events.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for all positions in this class. Additional KS requirements will be explained on the recruiting announcement.

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STATE OF OREGON
Dept. of Administrative Services
Human Resource Services Division