

## OPERATIONS RESEARCH ANALYST

### JOB DESCRIPTION

**Classification Responsibilities:** An Operations Research Analyst is responsible for performing short- and long-range strategic planning work for the Environmental Management and Sustainability Department in order to analyze operational efficiency and effectiveness, particularly in the areas of vehicle replacement schedules and staffing needs. Duties also include: reporting the ongoing effectiveness of various department programs, policies, and strategies by using analytical methods and developing justification and documentation for service rate recommendations. This class is also responsible for the analysis and development of productivity measurements to simplify and/or improve processes, determining performance standards by tracking and trending production data, conducting operations and vehicle fleet cost and usage rate analyses, and preparing written recommendations to improve workload balancing and increase various process efficiencies. This position performs related duties as required.

**Distinguishing Features:** The Operations Research Analyst conducts departmental analyses and special studies to implement quality service and operational improvements. Assignments are comprehensive and complex and entail interactions between major functional areas. Assignments are generally in the form of broad outlines of desired results and objectives, outlining the project, and providing general guidance. Wide latitude and considerable flexibility is allowed in developing the design and in conducting the study. This class is supervised by the Deputy Solid Waste Director through review of work, reports, and end results achieved. This class is FLSA exempt-administrative.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Public Administration, Business Administration, Accounting, Statistical Analysis, Geography, Logistics, or a related field. Considerable (3 - 5 years) experience in operations research, organizational/departmental methods analysis, statistical analysis, transportation cost analysis, and/or productivity work measurement studies. Strong personal computer (PC) skills.

**Special Requirements.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** None.

### ESSENTIAL FUNCTIONS

**Communication:** Communicates with management, various City department personnel, and public officials, in order to communicate ideas, recommendations, gather information, and maintain effective

working relationships. Communicates ideas and recommendations through verbal and written reports. Writes request for proposals and technical contract provisions, and evaluates technical contract provisions and equipment bids. Organizes and presents verbal and written research/analytical reports. Produces written documents with clearly organized thoughts and comprehends and makes inferences from written materials. Assists the Fiscal Analyst in determining Solid Waste service rates and develops justification and documentation for service rate recommendations.

**Manual/Physical:** Operates a PC to maintain databases, conduct statistical analyses, create spreadsheet programs, and perform data entry to input data, prepare reports, and communicate with others.

**Mental:** Designs and analyzes systems, processes, procedures, forms, and work measurements to effect methods of improvement, work simplification efficiency, improvement of manual processing, or for adaptation to computer processing. Analyzes operational efficiency and effectiveness which includes: determination of the number of routes needed to efficiently meet peak and non-peak service requirements; adjusting routes to meet expansion needs, implement seasonal route changes as service levels vary, and route workload balancing; and reviews and analyzes production reports to determine when vehicles and equipment should be replaced. Periodically reviews and revises landfill designations (where to take the garbage) by reviewing and analyzing route changes for Automated Side Loaders (ASL), front loaders, and roll-offs. Evaluates performance for determination of staffing levels in order to design controlled reporting systems for use in unit measurement studies. Studies operational problems such as: equipment utilization, management reporting systems, staffing patterns, and prepares written recommendations for changes and/or improvements. Employs work measurement techniques (example: stop watch, pre-determined data, and time ladders) to develop project plans to achieve established objectives and time schedules. Computes mathematical figures and makes relatively complex arithmetic computations to prepare statistical summaries.

**Knowledge and Abilities:**

Knowledge of:

the principles of work measurement and activity analysis;  
the principles of statistical methods and techniques;  
municipal budget methods and procedures;  
computerized accounting principles and practices;  
research methods, techniques, and reporting methods; and  
computer systems and applications.

Ability to:

employ work measurement techniques and conduct studies and research with minimal supervision;  
determine needs, gather, analyze, evaluate, and present data on departmental functions and operations;  
follow verbal and written instructions; and  
establish and maintain effective working relationships with coworkers, City officials, other City employees, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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INCREMENTS 43-200

PAY GRADE: 49

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