

SECRETARY OF STATE CLASSIFICATION SPECIFICATION	<u>CLASSIFICATION SERIES</u> Business Operations Analyst	<u>SERIES NUMBER</u> 6272S
	<u>MAJOR AGENCIES</u> Secretary of State only	<u>EFFECTIVE</u> 02/28/2010

SERIES PURPOSE
The purpose of the Business Operations Analyst is to support Secretary of State divisions by improving productivity, organizational efficiencies & quality of divisional operations &/or services.

Note: The classification is restricted for use by the Secretary of State only.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Business Operations Analyst 1	62721S	10	02/28/2010

CLASS CONCEPT
The first full performance level class works under direct supervision & requires considerable knowledge of business or public administration in order to perform variety of business functions for assigned division, programs, or agency to identify service levels & needs for internal & external customers.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Business Operations Analyst 2	62722S	12	02/28/2010

CLASS CONCEPT
The second full performance level class works under general supervision & requires thorough knowledge of business or public administration in order to analyze & research programs, operations systems or procedures for assigned divisions or agency & determine needed improvements to increase efficiency & effectiveness.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Business Operations Analyst 1	62721S	41	02/28/2010	10

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs variety of business functions for assigned division, programs or agency to identify service levels & needs for internal & external customers (e.g., ensures programs, policies, directives &/or legislation are in compliance with city, county state, federal governments, agency &/or program rules & regulations; ensures operational issues are identified, tracked, reported & resolved in timely manner; assists in revision of program policy & procedures; serves as liaison to business units & customers to communicate current business functions & implementation of new business processes & procedures; assists in developing plans & proposals for new systems, policies or programs to provide optimal customer service & incorporate best practices).

Utilizes variety of software programs to generate reports, charts & presentations; interacts with stakeholders to determine needed improvements & resolutions.

Performs related duties as assigned (e.g., attends staff meetings, conferences & training; compiles & generates narrative & statistical reports &/or presentations; maintains logs & files; responds to inquiries from citizens, federal & state legislators, client advocacy groups & other interested parties; participates on special projects).

MAJOR WORKER CHARACTERISTICS

Knowledge of business administration; public administration; programs, systems, operations, laws, rules & procedures of assigned agency*; operations research techniques or statistical techniques used in managerial decision making process. Ability to deal with many variables & determine specific course of action; gather, collate & classify information about data, people or things; prepare meaningful, concise & accurate reports.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of associate core coursework in business or public administration.

-Or 18 mos. training or 18 mos. exp. in customer service &/or operations management.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

May require overnight travel.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Business Operations Analyst 2	62722S	41	02/28/2010	12

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Analyzes & researches existing operations, systems, services & procedures to determine where necessary improvements are needed & proposed programs, policies, directives &/or legislation to determine feasibility or impact on agency (e.g., develops & implements proposals &/or plans), establishes guidelines & time frame for analysis of programs, operations or procedures, monitors work product & provides technical assistance to team/unit members, implements solutions to problems & assists in &/or develops new systems, policies or programs to increase agency efficiency & effectiveness.

Assures compliance & accessibility for resources in collaboration with city, county, state & federal governments; develops & implements training programs; coordinates various business projects (e.g., creates project planning & tracking, resources management & deliverable reviews, guides & tracks work of divisional work groups, establishes metrics & monitors progress); evaluates & improves processes &/or systems & prepares statistical reports, charts & presentations; interacts with stakeholders to determine needed improvements & resolutions & makes recommendations for change management.

Attends meetings; communicates with other departments & divisions, consultants &/or communities; prepares correspondence.

MAJOR WORKER CHARACTERISTICS

Knowledge of business administration; public administration; programs, systems, operations laws, rules & procedures of assigned agency*; operations research techniques or statistical techniques used in managerial decision making process. Ability to deal with many variables & determine specific course of action; gather, collate & classify information about data, people or things; prepare meaningful, concise & accurate reports.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of undergraduate core program in business or public administration.

-Or 2 yrs. trg. or 2 yrs. exp. in customer service &/or operations management.

-Or 6 mos. exp. as Business Operations Analyst 1, 62721S.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

May require overnight travel.