

MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION:  April 2003	CLASS TITLE: BUSINESS OPERATIONS ANALYST	CODE: 63210
	MAJOR AGENCIES: BCC	PAGE <u>1</u> OF <u>2</u>

CLASS CONCEPT: Under general supervision, performs responsible administrative, systems, statistical and other business analyses in support of department or division operations and activities; makes recommendations for action and assists in policy, procedure and process development and implementation. Performs the material and substantial duties of the classification more than 50% of the time.

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	Assists in the development and implementation of departmental or division goals and objectives, gathers data and prepares research, administrative or fiscal reports and publications, makes or participates in surveys, analyzes results, and proposes actions to effect economy, efficiency and improvements in administration, operations and services, analyzes the organization and functioning of units in the department including the procedures, processes, systems, work methods, forms, records and files used, makes work flow studies or time and cost analyses, makes recommendations on methods and systems used to improve efficiency of operations and services.	<u>Knowledge of</u> 7 (workforce planning), 8 (employee training and development), 9a (lead work), 10 (safety practices), 11a (public relations), 13a (office practices and procedures), 13b* (agency policies and procedures), 14 (government structure & process)*, 16 (interviewing), 22 (personal computers), 23 (state laws relative to public assistance, employment and child support)*; <u>Skill in</u> 29 (equipment operation--PC, microfiche,); <u>Ability to</u> 30d (deal with problems involving few variables within familiar context), 30l (define problems, collect data, establish facts and draw valid conclusions), 31d (calculate fractions, decimals and percentages), 32j (maintain accurate records), 32q (use proper research methods in gathering data), 33e (gather, collate & classify information about data, people or things), 34c (cooperate with co-workers on group projects), and 34f (handle sensitive inquiries from & contacts with officials and general public).
2	Analyzes and advises about workforce utilization, staffing patterns and training, plans, coordinates and monitors department programs and processes, may perform program administrative functions in a specified area or may provide technical assistance to others on administrative and analytical matters.  (Performs Related Duties AS Required)	<u>Knowledge of</u> 7, 8, 9a, 10, 11a, 13a, 13b*, 14*, 16, 22, 23*; <u>Skill in</u> 29 ; <u>Ability to</u> 30d, 30l, 31d, 32j, 32q, 33e, 34c, and 34f .  (*Developed after Employment)

<b>UNUSUAL WORKING CONDITIONS:</b>	<b>MINIMUM CLASS REQUIREMENTS:</b> (Including License, If Any) Equivalent to graduation from a four-year college with major coursework in business or public administration or a closely related field and two (2) years of professional experience in administrative, management, systems, operations, budgetary or similar analyses.  <b>OR alternative, equivalent evidence of the Minimum Class Requirements.</b>	<b>TRAINING &amp; DEVELOPMENT:</b>
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