

## **OPERATIONAL RESEARCH**

### **MAJOR TASK AREA A. SUPERVISORY TASKS**

1. Review work products of staff.
2. Schedule work assignments and assign to subordinate staff.
3. Monitor the implementation of new procedures.
4. Review and approve staff's time and leave.
5. Coordinate and schedule training activities for staff.
6. Evaluate performance of staff.
7. Recommend staff transfers, demotions and promotions.
8. Plan staff goals in conducting program evaluation.

### **MAJOR TASK AREA B. STATISTICAL ANALYSIS/RESEARCH**

9. Report to management the results of statistical research involving performance projections.
11. Conduct operational studies and recommend solutions to operational problems.
12. Attend meetings with management to assess and discuss results of statistical research in such areas as manpower planning and revenue projections.
13. Prepare written narrative analyses accompanied by graphs and charts explaining the results of statistical research.
14. Perform cost analyses in the areas of personnel, budgeting, labor relations, operations research, social sciences and computer use.
15. Evaluate management and methods, organization and structure, policy and program project planning, and space utilization for efficiency and cost effectiveness, using statistical and sampling techniques.
16. Assist in determining the agency's yearly performance projects by utilizing the result of statistical analysis.
17. Define and analyze agency operational problems.
18. Research and analyze administrative proposals for cost effectiveness and feasibility.
19. Conduct operational studies on organizational and system procedures for cost effectiveness and efficiency.
20. Develop and evaluate the merit of solutions to solve agency problems such as staffing and employee grievances.
21. Make recommendations for improved efficiency in agency operations.

#### **MAJOR TASK AREA C. ADVISORY FUNCTION/TRAINING**

22. Advise on methodological approaches to use in conducting management planning projects.
23. Provide formal classroom training on use of statistical software packages, research methodology and statistical techniques.
24. Serve as a Computer Systems Administrator for the department's mainframe and PC activities.
25. Serve as agency liaison with other city, state and federal agencies.
26. Monitor staff use of the computer systems, correct malfunctions, and serve as a liaison with the Systems and Computer Services Department.

#### **MAJOR TASK AREA D. PROGRAM/POLICY ACTIVITIES**

27. Develop new policies, strategies and/or procedures to enhance agency productivity.
28. Write, edit and/or public agency guidelines, standards, rules and regulations, and policies and procedures.
29. Implement provisions contained in the Administrative Code and City Charter pertaining to the agency's operations.
30. analyze agency practices and recommend system changes when necessary.
31. Revise and update policy and procedure manuals.
32. Requisition supplies and equipment for the agency.
33. Prepare written narrative reports highlighting the agency's programs and significant developments.