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BUSINESS PROGRAMS OPERATIONS SPECIALIST
BUSINESS OPERATIONS ANALYST I
BUSINESS OPERATIONS ANALYST II

BASIC FUNCTION

Under general supervision, support, analyze and/or manage routine, unique and special projects and programs; analyze, recommend and develop organizational processes, systems and structures; implement, analyze, and/or determine whether practices, policies, procedures and other operational activities are followed in accordance with local, state and Federal laws and District policies; identify opportunities for projects, programs, systems and structures improvements; support, participate in and/or lead compliance monitoring and

Basic-to-advanced budgeting, purchasing and financial accounting requirements for public agencies.

Local, state and Federal laws applicable to assigned functions.

School district rules, regulations, policies, procedures, organization and organizational relationships.

Basic-to-advanced research methods and report writing techniques.

Elements of and techniques for developing and presenting effective public presentations.

Multicultural, multi-ethnic communities within the local community.

Record-keeping techniques.

Effective oral and written communication skills.

Operations and applications of a variety of office machines, technologies and software.

Interpersonal skills using tact, patience and courtesy.

Techniques and principles of high-quality customer service.

Ability to:

Interpret, apply and explain laws, rules, regulations, policies and procedures applicable to assigned functional areas.

Follow, implement and/or develop program policies, procedures, timelines, deadlines, goals and performance metrics.

Analyze processes and problems, identify opportunities for improvement and follow through on changes.

Conduct or develop a variety of program and project work flow and process analyses, develop and implement effective streamlining methodologies.

Work collaboratively or lead a variety of departmental, cross-agency, and cross-functional teams.

Use logic when reviewing, analyzing and developing program, project and business processes.

Develop, generate and analyze baa5gTETBT1 0 1 29663t536Tm(ba)3(ETBT1 0 1 29960Tm(ba)557Tc(to)]TETBT1 0 1 823Tr

financial analyses, business operations and organizational studies, administering special programs or projects, conducting data analyses, developing policies, program standards and performance metrics, including preparing written recommendations, formal reports and oral presentations