

CITY OF CHATTANOOGA

Classification Specification Title: Performance Analyst

Department: Community Development

Pay Grade: GS.10

Supervision Received From: Administrator Community Dev.

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 7/11/18

Revision Dates: 4/3/25;

12/27/24; 10/20/23

CLASSIFICATION SUMMARY:

Incumbents in this classification will improve citizen-focused service delivery within the city through departmental performance coaching, in-depth evaluation of city operations, continuous improvement projects and operational analysis with modern data science tools. This includes measuring aspects of operational functions, citizen and user experiences, and community impact and desired outcomes. Responsible for analyzing data and performance results to develop insights and formulate recommendations to effectively communicate solutions and approaches to decision making. Work requires limited supervision and the use of independent judgment and discretion.

SERIES LEVEL: Performance Analyst is a standalone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Serves as a resource to city departments in developing, reporting, and utilizing metrics.

Coaches city departments in lean and continuous improvement methods.

Demonstrates the ability to present complex information related to data, performance and evaluation to diverse audiences and stakeholders.

Coordinates with external stakeholders to evaluate the city's impact within the broader community. Integrates user experience data into traditional, quantitative metrics for evaluation and insight development.

Assists departments with developing human centered approaches to service delivery.

Utilizes the city's open government platform to create effective monitoring and reporting systems that tie in to organizational decision making (e.g., budgetary, operational, strategic, and otherwise).

Maintains and collaborates on designing the technology platform to allow for the effective monitoring of key performance indicators.

Ensures the regular collection of data and subsequent reporting of data for the city within the organization and to external stakeholders. Sets critical targets and appropriate benchmarks based upon research of high performing public and private entities.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Examples of relevant education include a Bachelor's Degree in Business Management, Public Administration, Finance, Information Systems or any related field, including two (2) years of experience utilizing data for operational or financial analysis; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

Knowledge of various research methodologies pertaining to organizational performance measurement. Knowledge of evaluation techniques and monitoring practices for implementation. Knowledge of lean and continuous improvement methods. Knowledge of human centered design methods. Ability to research and provide formal analyses and recommendations. Ability to analyze data to evaluate effectiveness and make recommendations based upon insights. Ability to understand both qualitative and quantitative aspects of data and performance measurement. Works collaboratively and maintains positive inter departmental partnerships. Demonstrated capacity for innovation, self-motivation, self-learning and goal achievement. Strong critical and creative thinking skills to assess and resolve problems or issues by gathering and assessing information and using independent, professional judgment. Skilled in working with a variety of internal and external stakeholders. Skilled in coaching and supporting teams, especially in performance management and lean continuous improvement. Skill in effective written and oral communications that articulate complex information and issues clearly and simply. Skilled in gaining insight from quantitative and qualitative data.

PHYSICAL DEMANDS:

Positions in this class typically require: standing, walking, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.