

Posting Period: 06/20/24-07/05/24

COOK COUNTY BOARD OF REVIEW



Operations Analyst – Office of the Chief Clerk

Department:	Board of Review	Job Code:	6498
Grade:	23	FLSA Status:	Exempt
Position I.D. No.:	0162637	Salary:	80,000 - 93,400

Job Summary

The Operations Analyst is responsible for resolving internal workflow issues and executing goal-oriented initiatives. The role of the Operations Analyst will focus on improving efficiency within the Board of Review by enhancing processes in the PTAB division, Exemptions, and Taxpayer Services. The incumbent will work to identify areas for improvement, streamline processes to eliminate inefficiencies. The Operations Analyst will evaluate issues and forecast outcomes through the use of statistical analysis, employ a variety of modeling strategies, acquire data from internal tools and employees, and utilize software programs for data modeling. The Operations Analyst will forecast the outcomes of multiple strategies throughout the research phase prior to identifying the most optimal solution. The Operations Analyst must demonstrate their recommended solutions through the creation of reports and presentations based on analysis of operational issues. In addition to aiding in the implementation of solutions, they will also monitor their outcomes. This role reports to the Chief Clerk.

Essential Job Duties/Key Qualifications

- Audit operations for various Board of Review divisions.
- Identify operational improvement opportunities and manage development and implementation.
- Identify system relationships and their impact on PTAB and other areas of the BOR.
- Ability to conceptualize projects and manage multiple priorities.
- Stay abreast of issues that involve property tax policy that may impact Board operations.
- Ability to work calmly and maintain good judgment in a fast-paced, dynamic environment.
- Ability to understand and interpret information accurately, communicate accurately and concisely, and initiate creative and innovative ideas.
- Display a competent and confident professional demeanor.

- Demonstrated skill and ability in the effective use of equipment, computers and other resources for completion of projects such as posters, displays, PowerPoint Presentations, etc.
- Excellent, collaboration, and customer service skills.
- Excellent oral and written communications skills.
- Strong organizational and project management skills, ability to coordinate multiple projects and meet deadlines.
- Ability to quickly understand complex, new, and dynamic processes.
- Basic knowledge of audit principles, practices and methodologies, including understanding of audit principles that govern objectivity and independence.

The duties listed are not set forth for the purpose of limiting the assignment of work. They are not constructed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

Education & Experience

- Possession of a Bachelor's degree from an accredited college or university.
- Proficient knowledge of the Cook County Board of Review.
- Proficiency in using Microsoft Office Suite and Adobe Creative Cloud.

(Resume and application must clearly indicate the duration and nature of work experience and education for consideration in accordance with all minimum and preferred qualifications.)

Physical Requirements

- Long periods of time working on computer requiring vision and typing capability.
- Ability to sit and stand for extended periods of time.
- Regular use of telephone.
- Traveling between office and meetings may be required.

The Cook County Board of Review prohibits all unlawful discrimination in its hiring and promotional process.

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