

**Town of Natick  
Job Description**

<b>Position Title:</b>	Data Analyst	<b>Grade Level:</b>	2
<b>Department</b>	Public Works	<b>FLSA Status</b>	Exempt
<b>Reports to:</b>	Director of Public Works		

**Statement of Duties:** This position performs general administrative duties for the department. Maintains database records, contract document files, work orders, and other records. Manages the department's administrative tasks including, fiscal, procurement, and operational databases. Assists, represents and advises the department director and may supervise all or some staff in each of these areas. Ensures that the Department functions smoothly and effectively in these and other areas and, in particular, to enable the department director to focus on higher-level service delivery matters.

**Supervision Required:** The employee works under general supervision of the Director of Public Works.

**Supervisory Responsibility:** Exercises supervision over administrative and/or professional staff, as assigned.

**Accountability:** Errors and omissions in work could result in missed deadlines, poor employee morale, and adverse public relations.

**Judgment:** Work requires examining, analyzing and evaluation facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents, which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions.

**Complexity:** Work consists of a variety of duties that generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

**Confidentiality:** Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

**Work Environment:**

**Nature and Purpose of Contacts:** The majority of interactions are with internal co-workers and require ordinary courtesy and tact. Employee interacts with co-workers to give and receive information regarding work. Contacts with the public may be required on an occasional basis.

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**Occupational Risks:** Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

**Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Documents expenditures and department performance against the approved budget and general cost-effectiveness standards; ensures that fiscal policies, procedures and records are consistent with Town requirements and accounting standards.
- Coordinates with department administrative support staff supporting database management of files and records, paperwork processing, purchasing and supplies, contracts, and customer service activities.
- Oversees the department's database entry.
- Coordinates with division supervisors for administrative support and database management.
- Provides phone and counter customer support as directed.
- Develop standard and ad hoc reports.

**Recommended Minimum Qualifications:**

**Education and Experience:** or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Graduation from an accredited two-year college, university, or technical school preferred.
- Three (3) to Five (5) years administrative and database support experience. Or any equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities.

**Knowledge, Abilities and Skill**

Knowledge:

Abilities:

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- Ability to effectively coordinate with professional, technical and support staff; develop and maintain effective working relationships at all levels within and outside of the department; prepare effective correspondence and reports; and communicate effectively verbally and in sensitive interpersonal situations.
- Ability to plan, organize, and prioritize tasks to meet project deliverables in a timely manner.
- Ability to work on their own with minimum supervision.
- Ability to multitask on a daily basis.
- Ability to set priorities and adapt quickly to changes in priority.

### **Skill:**

- Strong communication and documentation skills.
- Excellent customer service and interpersonal skills.
- Strong analytical skills. Completes information analysis for procedures and reports.
- PC skills, including word processing, spreadsheets, database, and presentation applications.

### **Physical and Mental Requirements**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.*

### **Physical Skills:**

- The employee will be required to operate a personnel computer and assist with phone and counter customers.
- The employee may be required to push, pull, lift, and/or carry up to 20 pounds.
- The noise level in the work environment is usually moderately quiet.

### **Motor Skills:**

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- Duties may involve close hand-eye coordination and physical dexterity.

**Visual Skills:**

- Ability to read, see, and differentiate between colors.

*This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*