

## CITY OF BELLINGHAM

### CLASSIFICATION SPECIFICATION

**CLASS TITLE: OPERATIONS DATA ASSISTANT**

**UNION:114**

**DEPARTMENT: Public Works/Operations**

**SG:9**

**CS:Y**

**FLSA:Y**

**EEO4CODE:TE**

#### **JOB SUMMARY:**

Performs a variety of skilled technical and administrative services in support of the Geographical Information System (GIS), asset and work management systems and business processes for Public Works Operations. Responsible for the input, accuracy and maintenance of data and data control systems. Serves as a departmental resource to the divisions and crews utilizing the GIS and asset and work management systems and develops internal procedures within general guidelines.

#### **DISTINGUISHING CHARACTERISTICS:**

This classification is distinguished from office assistant classifications by its emphasis on data management and specialized technical knowledge and skill required to perform data management functions. Requires comprehensive knowledge of GIS and asset and work management systems as well as familiarity with infrastructure related maintenance programs and replacement strategies to support the data management and reporting needs of the department.

#### **SUPERVISORY RELATIONSHIP:**

Reports to the Data Services Manager. May receive technical direction from either the GIS Senior Technician or Systems Analyst I. Work is assigned and reviewed by the Data Services Manager. Employee works independently under general supervision and in accordance with established methods, practices and systems.

#### **ESSENTIAL FUNCTIONS OF THE JOB:**

1. Maintains data within the GIS and asset and work management systems. Coordinates with GIS Senior Technicians and utilizes as-built and project drawings, and hard copy files to interpret, query, analyze, report, problem solve and ensure accuracy and currency of data.
2. Performs multiple data entry and processing tasks for the asset and work management systems, which include creating, editing and maintaining asset infrastructure records, generation and completion of preventative maintenance work orders, cost entry and distribution, creation of custom and system generated reports, and monitoring work flow and data recording processes for multiple divisions.
3. Conducts daily data transfers and data uploads of field inspection records. Creates and reviews reports to ensure proper use of coding and completeness of information. Performs record validation tests, troubleshoots and resolves errors or inaccuracies to ensure data integrity and optimum system functionality.
4. Creates and maintains GIS maps for use by the field crews and supervisors for work flow efficiency.

5. Analyzes water, sewer, storm and street infrastructure historical data within multiple systems and provides reports for management regarding asset condition, work activity performance measures and recommendations for maintenance and replacement needs.
6. Conducts research and provides support in generating statistical reports, preparing presentations and project status reports, provides interpretation and evaluation of records and assists staff in retrieving data from the GIS, asset and work management systems.
7. Develops written internal procedures related to data collection and management, assists with establishing system and work flow standards and provides first level support and training to ensure consistency in field and office procedures, business work flow and system use.

**ADDITIONAL WORK PERFORMED:**

1. Provides technical assistance to departments and staff in identifying, rating and recording infrastructure data in the field
2. Provides necessary back-up for the pay period timesheet editing, printing and file transfer into the payroll system.
3. Performs other related duties as assigned.

**PERFORMANCE REQUIREMENTS (Knowledge, Skills and Abilities)**

Knowledge of:

- Basic addition, subtraction, multiplication, division, statistical and algebraic calculations.
- GIS software tools, with an understanding of mapping and surveying principles, terms, concepts, mapping functions, techniques and procedures.
- Public Works Operations business practices, systems, methods and standards.

Skill in:

- Good analytical and problem solving skills.
- Strong oral and written communication skills to train others on processes and document procedures.
- Demonstrated skill in using spreadsheets, word processing and database management software.
- Demonstrated skill in using Crystal, Access and SQL reporting applications.

Ability to:

- Understand content and purpose of source documents, recognize errors and make appropriate corrections.
- Function effectively in an advanced technology environment and contribute to the division's overall mission and goals.
- Collect, compile and analyze information and data and prepare statistical reports.
- Work effectively with multiple software applications in a multi-tasking work environment.
- Ability and willingness to learn, understand and follow complex procedures, orders and other technical directions.  
Maintain a current working knowledge of GIS technical standards, and procedures required for data collection and processing, and system support functions.
- Work as a team, prioritize workload, solve problems and meet deadlines with minimal supervision.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical abilities to perform the essential functions of the job including:

- Frequently operate a computer and read a computer screen or typewritten page;
- Frequently communicate verbally;
- Move between work sites;
- Occasionally lifts and carries objects up to fifteen (15) pounds.

**WORKING ENVIRONMENT:**

Performs work primarily in an office environment working extensively at a desktop computer. Environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment. Travel may be required for data collection and training purposes in the field, where standing or walking for long periods of time may be required.

**EXPERIENCE AND TRAINING REQUIREMENTS:**

- Two years data management, data analysis and report generation experience utilizing Access, Crystal or SQL report writing tools.
- One (1) year experience utilizing GIS technology and ArcMap preferred.
- One (1) year experience in Public Works business data processing and data management including field collections, analysis, and reporting preferred.

OR

- A combination of technical education, experience and skills, which provides the applicant with the required knowledge, skills and abilities will be considered.

**NECESSARY SPECIAL REQUIREMENT:**

- Valid Washington State driver's license and good driving record. Candidates must submit a three-year driving abstract prior to hire.
- Employment contingent upon passing a criminal conviction and local background check.
- Satisfactory completion of continuing education studies, workshops, and other training to keep up on procedures, methods, and technology in the maintenance planning software services.

**PREPARED BY:** Holt Consulting  
7/00

**REVIEWED BY:** \_\_\_\_\_  
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Public Works/Operations

**REVISED BY:** D. Baker  
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**REVIEWED BY:** \_\_\_\_\_  
Ted Carlson  
Director, Public Works

**COMMISSION APPROVAL:** \_\_\_\_\_ June 12, 2013