Data Analyst and Evaluator

Department: Human Services	**FLSA: Non-Exempt**
Job Class #: 335100	**Represented: No**
Pay Range: Professional 39	

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is a lead worker position. Incumbents in this position play a critical role in leading the Homeless Program towards becoming data-driven, with the goal of helping our community better understand homelessness, how it can become rare, brief and a one-time occurrence. Incumbents will take lead on translating an array of data points into easy-to-understand visuals, including interactive dashboards.

ESSENTIAL FUNCTIONS:
- Lead the manipulation, extraction, and processing of large data sets using analytical tools such as Tableau, Qlik, or other similar software.
- Independently analyze data by applying appropriate data analytics, qualitative and quantitative techniques, using internal and external data sets.
- Lead the design and maintenance of data visualizations that are easily understood by different audiences (elected officials, funders, partners, providers, as well as other internal and external partners).
- Clearly and succinctly distill complex information into key themes for use in a variety of communications materials.
- Lead the development of clear, impactful data-focused reports for various audiences that clearly communicate analysis of outputs/outcomes of the Homeless Crisis Response System.
- Lead internal capacity building to use data to inform strategy, communications, and investment-level decisions.
- Use outcome data to inform Homeless Team decisions regarding system and program level improvements, including refinements of existing programs and new program development.
- Present data at community meetings, such as Continuum of Care (CoC) and Coalition to End Homelessness.
- Represent Pierce County at data-related meetings.
- Develop and maintain quality control standards and processes, and build capacity internally for adherence to those standards.
- Lead the development and maintenance of a strategic plan for fully utilizing the Homeless Management Information System (HMIS) to reduce homelessness in Pierce County.
- Lead the development and regular update of a Data Desk Manual for data-driven reports, including methodology for pulling and analyzing data and quality control processes.
- Assist Homeless Housing Providers to become more data-driven through the development and use of clear, comprehensible dashboards and data reports.
- Lead the development and implementation of targeted training for providers on HMIS and the creation and use of performance reports.
- Review and maintain an awareness of federal, state and local laws and regulations affecting program services and client groups.
- Assign work to a specific work unit and ensure tasks are completed correctly and timely.
- Provide input on performance evaluations.
- May approve leave requests and work schedules.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.

- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

Other Job Functions
- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under general supervision with the employee expected to plan and assign work independently after objectives, priorities and deadlines have been defined. This position does not supervise other employees. However, incumbents are responsible to lead and assign work to other employees. Work is reviewed in progress and upon completion by an administrative superior

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Data Analyst and Evaluator work is performed in an office environment and out in the field at various construction sites, contractor or agency offices. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Travel to various work sites and/or meeting locations is required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Work is subject to frequent interruptions and normal office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Finger dexterity to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to travel to attend meetings away from regular work site is required.

KNOWLEDGE, SKILLS, AND ABILITIES
Knowledge of:
- Data analysis principles, methods and materials, including presentation tools and techniques.
- Methods and techniques of evaluating effectiveness of human services programs.
- Principles of project management and leadership.
- Federal, state and local laws, rules, policies and procedures related to position.

Skill in:
- Data visualization software.
- Proficient with MS Office Suite applications including Word, Excel, PowerPoint, and Outlook.
- Working on multiple complex, highly visible, and politically sensitive projects.
- Synthesizing complex information and presenting it to a variety of audiences.
- Use of independent judgment and effective decision-making and in effective problem-solving.
- Functioning in a fast-paced, short deadline environment, and the ability to come up with innovative decisions.
- Analytical problem solving.
- Facilitating creative and strategic discussions in order to address challenges and opportunities.
- Making effective presentations of technical and complex matters.

- Strong verbal and written communication and interpersonal skills.
- Strong organizational and prioritization skills and strict attention to details.
- Providing technical assistance to a variety of people and agencies.

Ability to:
- Analyze complex data and fiscal information.
- Visualize, design, create and produce a variety of data-driven materials.
- Plan, assign and coordinate work of co-workers.
- Lead and implement projects.
- Create and maintain policies and procedures materials related to position.
- Provide technical assistance and guidance to human services agencies.
- Prepare detailed and grammatically correct technical reports.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Apply federal and state laws and regulations within the scope of this work.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY: Bachelor's degree in data science, data management, business analytics, statistics, public or business administration, or a related field, and two years of professional work experience in data collection, analysis, design and display or any equivalent combination of education and experience is required.

Experience with Tableau, Qlik or comparable analytical tools is strongly desired

Lead experience is preferred.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Successful completion of background investigations is required prior to employment. Must possess a valid Washington State Driver's license, or the ability to obtain the license within 30 days of employment, or otherwise meet the travel requirements of the position.