

ADMINISTRATIVE AND RESEARCH ANALYST**SUMMARY:**

Under limited supervision, provides administrative, research and technical support to the Department of Engineering Services and Public Works.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: *(Which are **not** in any hierarchical order)*

1. Performs desktop publishing. Creates and develops visual presentations for the Department.
2. Establishes, develops, maintains, and updates technical reports, maps and information for the Department. Retrieves information from the files when needed. Incorporates information into various management reports as indicated.
3. Takes and transcribes minutes of meetings.
4. Creates and maintains Department specific databases and publishes an annual Department report.
5. Organizes and prioritizes large volumes of information and calls.
6. Drafts written responses or replies by telephone or email when necessary and able to determine which can be handled by own initiative and without direction. Responds to regularly occurring requests.
7. Acts as a Liaison with other departments and outside agencies; including high-level staff.
8. Handles confidential and non-routine information and explains when necessary.
9. Works independently and within a team on special non recurring and ongoing projects, such as planning and coordinating multiple presentations, disseminating information, creating brochures, maps, preparing technical reports.
10. Completes surveys requests as directed.
11. Assists in the preparation of the annual budget and capital improvement plan.
12. Monitors and reports on benchmarking efforts for the Department.
13. Performs specialty mapping tasks as well as basic routing functions.
14. Maintains and coordinates asset management information via accepted methods.
15. Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the Department's work.
- Knowledge of record keeping/file maintenance methods, practices and procedures.
- Knowledge of general office equipment and practices.
- Knowledge of customer service/public relations practices and procedures.
- Knowledge of City's Human Resource Department policies and procedures.
- Skill in accurately entering and retrieving information into Human Resources Informational Databases.
- Skill in utilizing written communication in the composition of written correspondence, memos, reports, announcements, etc.
- Skill in utilizing verbal communication when conveying accurate information in response to inquiries and complaints.
- Skill in maintaining confidential employee and applicant files or requests.
- Skill in effectively handling multiple tasks simultaneously in a fast paced environment.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves sedentary to light work in an office setting. There is frequent need to stand, stoop, walk, sit, lift objects (up to 25 pounds) and perform similar other actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing.

ADMINISTRATIVE AND RESEARCH ANALYST

MINIMUM QUALIFICATIONS: Bachelor's degree in Business Administration, Computer Science, Quantitative Systems, or any related field with some experience in an engineering and public works organization, and three (3) years secretarial or administrative assistant experience, or any equivalent combination of training and experience. A valid Florida driver's license is required.