



Operations and Data Analytics Supervisor

J o b D e s c r i p t i o n

JOB INFORMATION

Approved Date:	2/13/2026 1:27:26 PM
Working Title:	Operations and Data Analytics Supervisor
Job Family:	Program
Classification:	Program Supervisor

ORGANIZATION

Department:	Community Development
Cost Center/Program:	1681 - DCD Suppt Svcs, Adm, Mgmt Fee
Exemption Status:	Exempt
Union:	Not Represented

JOB SUMMARY

The responsibilities of this classification include managing a program and performing supervision of program staff or program contractors, who are performing work in support of the assigned program. Incumbents are responsible for planning, developing, implementing and coordinating service delivery within one or more County programs including serving in a lead capacity over diverse programs or professional staff and providing input to management regarding goals, policies, and procedures for the program. Performs professional or technical programmatic duties and responds to difficult service delivery issues.

A program is a specialized area with specific complex components and discrete tasks which distinguish it from the main body of an organization. A program is specific to a particular subject. The specialized tasks involve interpretation of policies, procedures and regulations, budget coordination/administration, independent functioning and typically, public contact. Duties are not of a general support nature transferable from one program to another. Performance of clerical duties is in support of incumbent's performance of specialized tasks.

Distinguishing Characteristics

This is the fifth level within a seven level Programs series. Incumbents manage a very specific program and provide directions to staff and/or contractors, provide technical assistance, conduct quality assurance reviews, monitor and audit performance, conduct performance evaluations, and implement disciplinary actions. Incumbents are knowledgeable in the area of responsibility and work directly with customers to resolve problems and complaints. Incumbents may assess program and/or participants' needs and develop specialized services and training unique to the program and are responsive to those needs.

This classification is distinguished from the Program Analyst by responsibility and oversight over entry level supervisory staff, professional, technical and other personnel. They are responsible for the planning, developing, and administering program services and related processes and procedures; performing professional or technical programmatic duties in addition to supervisory responsibilities; and providing recommendations and solutions for program issues to County or community managers, directors and officials. Work is performed under established policies and procedures with decision-making authority limited to program operational matters.

This position performs advanced technical oversight of departmental operations, including administration of the department's Management Analytics and Technology teams, coordination of the 2x6 permit review program; oversight of public records and noticing functions; inspection scheduling; executive and general administrative support; and Hearing Examiner Clerk and Planning Commission Clerk duties.

The position directly supervises professional and technical staff responsible for developing, maintaining, and managing analytics supporting all building, land use, and development permitting services. The role identifies opportunities to improve customer service delivery, productivity, and transparency through enhanced visibility into permitting data.

This position oversees administration of the 2x6 Program, ensuring appropriate staff capacity, prioritizing and recommending project assignments, and maintaining compliance with Senate Bill 5290 permit processing requirements. It manages the department's records program, serves as first-level approval authority for expenditures, coordinates with the Washington State Archivist and the County Records Manager, and develops and documents processes to ensure compliance with federal and state records retention laws, including

transition of paper records to electronic systems to support online public access. Additional responsibilities include supervision of administrative functions requiring compliance with local and state regulatory timelines and parliamentary procedures.

The position provides day-to-day staff supervision; balances work assignments to meet immediate and long-term program needs; conducts quality assurance reviews; monitors and audits performance; conducts performance evaluations; and implements corrective or disciplinary actions when necessary.

Program responsibilities include translating complex permit data into simplified workload and performance metrics, providing actionable insights and recommendations to executive leadership to support transparent, data-driven decision-making. Recommendations may include staffing adjustments that directly impact departmental finances and customer application fees.

The position maintains collaborative relationships with community stakeholder groups and regional counterparts; leads the department's Innovation Team; oversees department SharePoint coordination; and provides professional consultation and work products to citizens, staff, and external agencies.

The role also performs complex budget analysis and financial projections based on management analytics and assists in development, implementation, and control of the department's \$4 million operations program budget.

JOB FUNCTIONS

Essential Functions

Essential Function	% TIME
Provide advanced technical oversight of department operations by using data and statistical methods to provide insight into performance and develop recommendations for executive leadership to improve operations. Implements and oversees the analytical approaches and methodologies, proactively manages and optimizes business strategy, processes, and performance. Drive collaboration across department to identify and prioritize projects and initiatives to scale and mitigate risk across department processes. Proactively identify and implement operational improvements, enhancements, and system customizations that meet business requirements. Develop consistent and scalable processes to continuously monitor data integrity. Gather business requirements from a diverse number of users across internal teams and external stakeholders and translate requirements into scalable and cohesive solutions; enhancements, new processes, requests, etc. Facilitate and lead department-wide Green Belt / Innovation Team and management analytics and data visuals team. Identify, recommend, coordinate and/or facilitate department-wide process improvement initiatives by analyzing and measuring effectiveness of the results of department-wide process improvements. Mentor and coach within the division.	40%
<p>Provide ongoing leadership, optimization, and oversight of the implemented 2x6 Program to ensure sustained compliance with Senate Bill 5290 permit processing requirements and continuous improvement of department permitting processes.</p> <p>Evaluate and refine permitting workflows to improve operational efficiency, effectiveness, and statutory compliance.</p> <p>Analyze performance metrics and processing timelines to identify trends, capacity constraints, risks, and service delivery impacts.</p> <p>Supervise and provide strategic direction to staff responsible for process enhancements, including updates to documented procedures, staff training, and cross-division coordination.</p> <p>Establish priorities, review deliverables, and ensure program enhancements align with statutory requirements, operational goals, and performance targets.</p> <p>Monitor the effectiveness of implemented changes and direct further refinement as needed.</p> <p>Recommend and oversee implementation of workflow adjustments, resource reallocations, technology enhancements, or policy updates to improve performance outcomes.</p> <p>Manage internal and external communications related to program updates, performance reporting, and compliance requirements.</p>	30%

Essential Functions

Essential Function	% TIME
Brief executive leadership on program status, risks, mitigation strategies, and recommended operational adjustments.	
Plan, develop, coordinate, implement, oversee and monitor the department's Technology and Records programs.	15%
Supervise and assign work to subordinate staff and volunteers.	
Provide recommendations on budget, policies, and procedures.	
Ensure compliance with state and federal regulations.	
Oversee daily operations of public disclosure requests.	
Provide functional leadership and governance oversight to department SharePoint Coordinators, establishing standards, priorities, and best practices for SharePoint administration and content management.	
Coordinate with the Prosecutor's Office on legal concerns and sensitive or high-profile public records requests.	
Manage all department records-related projects and initiatives.	
Maintain professional working relationships with citizens, stakeholder groups (e.g., Kitsap Builders Association), the Washington State Archivist, and department leadership.	15%
Supervise office support and technology staff.	
Assign and coordinate work priorities.	
Plan and organize schedules; approve leave to ensure coverage of essential duties.	
Mentor, advise, and motivate staff to achieve performance outcomes.	
Identify training needs and coordinate required development.	
Conduct performance evaluations and implement corrective action as necessary.	
Oversee administrative and technology support processes, including contract processing, ensuring compliance with local, state, and federal laws.	

Required for All Jobs

• Performs other duties as assigned
• Complies with all policies and standards

This Job is Essential	<input type="checkbox"/>
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QUALIFICATIONS

Education			
Education Level	Education Details	Required/Preferred	
Bachelor's Degree	in a field closely related to the program, from a college or university accredited by an agency recognized by the US Department of Education	Required	
Master's Degree	may be preferred or required in some programs.	Preferred	
Bachelor's Degree	business administration, management analytics, finance, or closely related field	Required	

Work Experience

Experience	Experience Details	Required/ Preferred	
4 years	of progressively responsible experience related to the program assignment	Required	including
1 year	supervisory experience	Required	
1 year	Experience in one or more specific discipline areas (business/management analytics, business operations, finance) - one of which must have occurred in a supervisory or lead capacity.	Required	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
	Green belt or Black Belt Certification		Preferred	

Equivalency

Relevant work experience demonstrating required knowledge, skills, and abilities may substitute for educational requirements. Work experience is essential and cannot be replaced by additional education.

Knowledge, Skills and Abilities

KSAs	
Appear for scheduled work and complete assigned tasks within a reasonable period of time.	
Establish and maintain effective working relationships with others using tact, courtesy and good judgment.	
Maintain confidentiality and adhere to policy and procedures of the county and department.	
Communicate effectively orally and in writing.	
Utilize various computer applications specific to the department including databases, word processing, document imaging, spreadsheets, and web-based systems for entering, retrieving and researching data and records.	
Physically perform assigned duties and essential functions of the position.	
Knowledge of the legal requirements relating to records management and public disclosure.	
Knowledge of Union/management policies and procedures concerning supervision of represented staff	
Knowledge of current personnel and supervisory principles and practices including hiring, discipline, evaluation and discharge.	
Knowledge of workflow analysis techniques and methods including benchmarking and performance measures	
Knowledge of theories, practices, principles and techniques of project management and process improvement	
Knowledge of standard office functions, methods, procedures, record-keeping systems and equipment	
Knowledge of business/process analysis, structured system and process mapping and mapping tools	
Knowledge of methods of effective report writing and persuasive oral and written information presentation	
Knowledge of desktop productivity tools used for work flow, collaboration, and business intelligence	
Knowledge of tracking systems, data collection and statistical reporting	
Knowledge of computer word processing, spreadsheets and appropriate applications, including report writing and graphic display	
Demonstrate a high degree of initiative, integrity, loyalty, accountability, creativity and good judgment.	
Establish and maintain cooperative, effective, and productive working relationships with others at all organizational levels, with other agencies, vendors and the general public	
Advanced skill in planning and organizing	
Advanced skill in analytical and conceptual thinking	
Skill in developing, organizing, planning and executing departmental and countywide projects	
Skill in synthesizing and communicating complex information and influencing decision makers	

Exercise leadership skills to facilitate team efforts and instill confidence in problem resolution processes	
Understand project issues and task requirements to better meet customer needs and improve the project performance	
Understand and apply Enterprise Process Improvement Methodology such as: 6 Sigma (green belt), Total Quality Management, etc.	
Exercise leadership skills to facilitate team efforts and instill confidence in problem resolution processes	
Establish and maintain effective working relationships with others using tact, courtesy and good judgment	
Work successfully within the context of a team as a team player	
Maintain a professional demeanor under heavy workload and stressful situations.	
Maintain confidentiality and adhere to policy and procedures of the department	
Communicate effectively orally and in writing	
Interpret and implement a variety of documents, policies and procedures	
Effectively employ customer relations techniques	
Guide and motivate others and shape team priorities to reflect the project objectives, vision and values	
Build team consensus around complex issues; mediate and resolve problems, implement change	
Analyze situations thoroughly, identify potential data processing and other problems, develop alternatives, and take or recommend appropriate action	
Apply project management techniques and coordinate team efforts	
Collect, compile, organize and maintain information and tracking documentation of project progress	
Produce comprehensive, clear and accurate statistical and narrative reports	
Develop timelines and milestones using time management and work organization skills	
Negotiate and manage contracts related to all business operations.	
Develop, implement and control division budgets.	
Deliver formal presentations and persuade others with respect, tact and courtesy, work with a variety of individuals from diverse backgrounds, and oversee the quality of work performed by multi-discipline work teams	

Core Competencies

Demonstrates values-based competencies in line with the core values that are the foundation of all activities performed by employees in order to achieve the Mission of the Company:	
Time Management	Uses their time effectively and efficiently; values time; concentrates their efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
Drive for Results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Remote Employment	
Remote Employment Type:	
Remote Employment Text:	

Weight Bearing Activities

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Weight Bearing (Standing & Walking)		
Weight Bearing Standing		
Weight Bearing - Walking		
Walking on Uneven Terrain	Occasionally: 11-33% - Occurs 31 minutes to 2.5 hours per shift.	remote sites or field work
Running		
Jumping		
Climbing Ladder, stairs, stools	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	may periodically climb stairs
Balancing	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	to access low filing cabinets/shelves
Bending at the waist	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	accessing files, office supplies, and equipment
Twisting at the waist	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	to access low filing cabinets/shelves
Stooping		
Slight bend at knees		
Squatting		

Other - Non-Weight Bearing

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Sitting	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	
Kneeling One or both knees		
Crawling On hands and knees		
Lying Down		
Back, side or stomach		

Lifting/Carry/Push/Pull

Lifting

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Lifting 0-10 lbs	Occasionally: 11-33% - Occurs 31 minutes to 2.5 hours per shift.	Office supplies, paperwork and files
Lifting 11-20 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Office supplies, paperwork and files
Lifting 21-35 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Office supplies, paperwork and files

Lifting

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Lifting 36-50 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Lifting 50 + lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

Carry

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Carry 0-10 lbs	Occasionally: 11-33% - Occurs 31 minutes to 2.5 hours per shift.	Office supplies, paperwork and files
Carry 11-20 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Office supplies, paperwork and files
Carry 21-35 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Office supplies, paperwork and files
Carry 36-50 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

Pushing

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Pushing 0-10 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	file drawers, office equipment, files
Pushing 11-20 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	file drawers, office equipment, files
Pushing 21-35 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Pushing 36-50 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

Pulling

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Pulling 0-10 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	file drawers, office equipment, files
Pulling 11-20 lbs	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	file drawers, office equipment, files
Pulling 21-35 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

Pulling

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Pulling 36-50 lbs	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	

Upper Extremity/Arm Movement

	Dominant Arm - Frequency/Percentage Time/Max Time	Non-Dominant Arm - Frequency/Percentage Time/Max Time	Examples of how activity is performed
Reaching Above shoulder level	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	accessing files, office supplies, and equipment
Reaching at shoulder level	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	accessing files, office supplies, and equipment
Reaching below shoulder level	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	accessing files, office supplies, and equipment
Steering Equipment, Vehicles			

Cervical Spine/Neck Movement

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Extension of neck looking forward		
Flexion of neck looking downward		
Twisting of neck side to side		

Upper Extremity/Hand Activities

	Dominant Arm - Frequency/Percentage Time/Max Time	Non-Dominant Arm - Frequency/Percentage Time/Max Time	Examples of how activity is performed
Fine Manipulation			
Keyboarding/Typing			
Simple Grasp	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	office supplies, equipment, phone
Up & Down Flexion of Wrist			

Upper Extremity/Hand Activities

	Dominant Arm - Frequency/Percentage Time/ Max Time	Non-Dominant Arm - Frequency/Percentage Time/ Max Time	Examples of how activity is performed
Side to Side Motion of Wrist			
Turning/Rotation of wrist/hand			
Gross Manipulation			
Powerful Grasp/Tight Grasp	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	office supplies, equipment, phone
Hand Controls			
Repetitive Motion			

Sensory Functions (See, Hear, Smell)

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Sight: Distinguish objects, depth perception, field of vision, color identification, near and far acuity necessary to operate equipment, machinery, etc.	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	documents computer screen, files may be color coded
Hearing: Comprehend oral language and sounds and react appropriately. Follow oral directions.	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	
Speaking: Orally communicate information and ideas with comprehension	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	
Reading: Comprehend and retain the written word.	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	documents computer screen
Writing: Composing communications in writing		
Math: Compute a series of numeric variables, measurements		

Working Conditions

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Uneven Ground	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Exposure to Bloodborne Pathogens		

Working Conditions

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Work Outside	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Customer/Public Contact		
Work Inside	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	office enviornment
High Elevations	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Moving Objects	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Slippery Surface	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Wetness	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Temp.Humid/ Extremes	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Temp. Cold Temp	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Confined Spaces	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Special Clothing	Continuously: 67%+ - Occurs more than 5.6 hours per shift.	semi-professional attire
Vibration	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Use of Solvents	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Use of Detergent	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Chemical Contact	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Chemical Vapors	Never: 0% - Does not occur ever, or may not ever occur for some incumbent.	
Dust or Particles	Seldom/Infrequent: 1-10% - May occur, but not on a daily basis or less than 30 minutes per shift.	
Toxic Substances		
Explosives		
Radiation		
Electricity		
Noise intensity		

Mental/Psychological Demands

Mental/Psychological Demands	Required Yes/No (Blank)	Examples
Understand & follow directions – with little or no direction		
Memory – Ability to remember and recall procedures, processes and activities routine in nature.		
Regular and reliable attendance		
Ability to problem Solve		
Ability to perform complex & varied tasks		
Ability to develop & maintain positive work environments		
Ability to supervise/lead and influence others		

Operational Equipment

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
Foot Controls		
Mechanical/Electrical parts		
Driving – Regular Vehicle		
Driving DOT/CDL Vehicle		
Operate Heavy Equipment		
Operate Heavy Machinery		
Small hand tools		
Operate power equipment such as drill/saws		

Other Requirements

Equipment, Machines, Vehicles Operated:	
Tools, Implements Used:	
Special Knowledge, Skills and Abilities:	
Respirator Use Required (other than nuisance dust mask). Describe:	

PRE-EMPLOYMENT EXAMS

POST-EMPLOYMENT

COMPENSATION

Annual Max:	\$123,412.69
Annual Min:	\$96,467.18
Hourly Max:	\$0.00
Hourly Min:	\$0.00