

Part-Time Field Operations Analyst

Job Summary

The Part-Time Field Operations Analyst is a highly visible and critical role responsible for actively patrolling the City of Mercedes, analyzing operational needs, and ensuring the timely and effective identification of essential municipal services. This individual serves as a vital link in ensuring residents and businesses needs are promptly identified, prioritized and routed to the appropriate department. The Analyst will utilize existing systems and their own observations of city limits when assessing customer needs, including timely and appropriate logging of new work orders for issues such as curb scraping, alley cleaning, pothole repairs, traffic sign replacement, water/wastewater leaks, illegal dumping, graffiti, weedy lots, grass clippings on streets, and unpermitted development. The work requires significant daily driving, independent judgment, proactive problem-solving, and collaboration across multiple city divisions.

Essential Duties and Responsibilities

- Proactively and systematically patrol designated city areas, including streets and alleys, to identify and document maintenance needs, safety hazards, and potential code violations.
- Create, input, and manage detailed work orders based on field observations and citizen reports.
- Analyze incoming work orders and reports to prioritize critical tasks based on safety, urgency, and departmental objectives.
- Conduct follow-up inspections to confirm the quality and completion of work orders by relevant departments (e.g., Streets, Strike Team).
- Assist in identifying and documenting top-priority problems related to code enforcement, including weedy lots, unpermitted construction, and other ordinance violations.
- Act as an auxiliary resource for key departments such as Strike Team, Parks, Utility, Streets, and Code Enforcement.
- Maintain accurate daily logs of activities, observations, and work order status. Provide regular reports and summaries to supervisors on recurring issues and operational trends.
- Identify and report areas within the city requiring attention, including drainage, signage, or infrastructure concerns.

Minimum Qualifications

- High school diploma or GED equivalent.
- Proven ability to work independently and manage time effectively with minimal supervision.
- Strong analytical skills with the ability to assess complex situations and determine appropriate action or prioritization.
- Excellent written and verbal communication skills for clear documentation and interdepartmental communication.

- Must possess a valid Texas Driver's License and maintain a satisfactory driving record as confirmed by a background check.

Physical and Work Requirements

- Must be able to operate a motor vehicle safely and proficiently for extended periods daily.
- Work is performed primarily outdoors in all weather conditions, requiring walking, standing, bending, and occasional lifting (up to 25 pounds).
- Must be comfortable navigating diverse terrain, including streets, alleys, and unpaved areas.

Job Evaluation Manual

This job description summarizes essential job functions and minimum job requirements for entry level work. The job description illustrates typical job duties and type of work that is customarily assigned and performed in this position. However, this job description does not represent every aspect of the job nor does it guarantee permanent employment, as all positions with the City of Mercedes are employment at will positions. Job descriptions are subject to periodic update. Immediate modifications may be made to include corrections on standard wages or salaries if necessary. The City reserves the right to change work assignments, work schedules and other aspects of a job. Official job descriptions are maintained and available from the Human Resources Department. The City of Mercedes is an Equal Employment Opportunity Employer.