



JOB TITLE:	PROGRAM ANALYST, ELECTRONIC REVENUE OPERATIONS	DIVISION:	DISTRICT – ELECTRONIC TOLLING
REPORTS TO:	DIRECTOR OF BUDGET & ELECTRONIC REVENUE COLLECTIONS	EEO CATEGORY:	02 – PROFESSIONAL
FLSA:	EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN FRANCISCO

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under general direction of the Director of Budget and Electronic Revenue and reporting to the Electronic Revenue Programs Manager, the Electronic Revenue Collection Analyst is responsible for supporting the daily functionality and collecting revenue accurately, especially for the AET program and Clipper program. The District utilizes a regional electronic-based fare system (Clipper) for the Ferry and Bus Systems and administers an All-Electronic Toll (AET) collection system for Bridge tolls. This position is responsible for representing the District and working with a variety of internal and external agency staff and must be able to work with technical specialists, accounting staff, customer service center (CSC) staff, toll system staff, regional Clipper partner agencies, and third parties to ensure that toll and fare payment transaction processing is functioning properly and accurately. Monitors and improves the daily transaction processing for transit, tolls, traffic and passenger volumes, and toll collection rate activities and revenue. Participates in special projects for toll, parking, and electronic revenue programs and resolves operational and functional issues of the Clipper program for the District and proactively resolves customer related issues including system maintenance, customer service functions including direct customer contact, technical functionality and customer issues to aid in uncovering and addressing system issues. Responsible for data trend analysis, budget monitoring, program analysis, reconciliation of financial and programmatic contract issues, and creating/revising the toll collection (traffic and revenue) program reports for management for the electronic revenue program.

Essential Responsibilities

- Extends exceptional customer service to the public, possesses an analytical aptitude, and is detailed oriented while presenting the broader perspective to management
- Track system issues and facilitate resolution
- Support contract and program compliance
- Coordinate and support contractor change enhancements to programs, changes to business rules, and oversee toll policy
- Participate with regional partner agencies and statewide/national committees



- Support future generation work on toll system and back-office functions
- Support operations with program managing changes, upgrades, or implementation of new technical e-fare functionality
- Performs variance and trend analyses on daily traffic/passenger and revenue volumes
- Audits transaction flow from the lane to revenue collection at the CSC system to ensure end-to-end system performance
- Completely understands CSC reporting on transaction processing and works with the CSC to improve reporting
- Responsible for performance standard monitoring and management reporting
- Ensures that the District maximizes electronic revenue of tolls and transit fares
- Ensures proper project documentation control and facilitates weekly/monthly status meetings
- Works proactively to identify issues with transaction processing and/or revenue collection
- Develops and presents possible corrective actions when issues arise
- Creates reports for management regarding toll revenues and traffic
- Works with all levels of District personnel and vendor/contractor personnel to ensure transaction processing systems are operating properly at all times
- Monitors and maintains efficient DMV processing of transactions
- Monitors and maintains efficient toll collection from out of state vehicles
- Monitors performance of the violation enforcement system at the Golden Gate Bridge
- Audits violation notice generation, collections and DMV hold processes to ensure transactions are being handled correctly
- Collects and analyzes data on various violation collection methods at Golden Gate Bridge and throughout California to ensure Golden Gate Bridge utilizes the most efficient methods
- Reviews AET (License Plate/FasTrak) and Clipper data to ensure accurate fares are being collected and analyzes data trends
- Supports District staff responsible for system maintenance, customer issues, and program management, shares information and identifies opportunities to improve toll collection system performance
- Supports the operations of contracted third party cash payment networks and District Clipper networks
- Supports the planning, research, implementation, and operation of new and sometimes unprecedented revenue collection programs and systems
- Supports Clipper bus and ferry operations staff through improving, resolving, and monitoring the system
- Performs additional related duties as assigned
- Regular and reliable attendance and performance is required



Required Knowledge, Skills and Abilities

Working Knowledge of:

- Data analysis, financial reconciliation, and understanding of how to trend data
- Electronic payment systems and experience managing technical contracts, including the enforcement of performance requirements, identification and resolution of system anomalies, and the ability to perform query development and analysis

Ability to:

- Be flexible and work in a fast-paced, high-energy, high productivity environment. May have to work after hours or weekends hours occasionally in the case of an operational emergency or monitoring assignment
- Gather, research, and analyze a wide variety of information that may be confidential and/or complex; use intuition and experience to complement data and present analyses
- Partner with others to collaborate and resolve issues
- Anticipate challenges and troubleshoot effectively
- Support strategic planning to develop and implement new initiatives
- Perform analysis on toll and fares and financial data to inform strategic decisions
- Support consultant and technology procurements, negotiate contracts, and resolve contract disputes
- Lead, advice, or support others when assigned to special projects
- Communicate effectively, both orally and in writing
- Write in a clear, concise, and persuasive manner
- Be self-disciplined and motivated to plan, prioritize, and carry out assigned business duties and meet multiple deadlines independently
- Establish and maintain cooperative effective working relationships with all levels of the organization
- Apply strong analytical reasoning in a variety of situations
- Prepare and present narrative and statistical reports
- Demonstrate strong organizational and administrative skills, including the ability to prioritize job functions to meet deadlines and ensure smooth workflow
- Demonstrate strong customer service skills to both internal and external customers
- Successfully handle multiple, concurrent priorities
- Reason logically and creatively to assist in developing sound solutions to management problems.
- Demonstrate business acumen, integrity, and good judgment
- Use personal computer spreadsheet and word processing software to develop spreadsheets, graphs, and reports



Minimum Qualifications

Education/Experience Requirements:

- Bachelor's degree in Finance, Economics, Public or Business Administration or Accounting related field. Additional qualifying position-related experience may be substituted on a year-for-year basis in lieu of the education requirement
- Three (3) to five (5) years of progressive full-time, recent position-related experience in data analysis, financial analysis, managing customer service operations, collection processing, maximizing revenue collection, or relevant administrative process analysis or related experience

Desirable experience:

- Ability to work in a fast paced, operational setting, working with teams, and group facilitation skills.
- Background in working with back end technical contractors, operational systems, collections, DMV processing.
- Working knowledge of electronic payment systems and experience managing technical contracts, including the enforcement of performance requirements, identification and resolution of system anomalies, and the ability to perform query development and analysis.
- Ability to work with multiple partners to achieve project goals and address issues.

License(s): Must possess and maintain a current, valid California Driver's License and satisfactory driving record.

Physical Requirements:

- Mobility to work in a typical office setting
- Must have sufficient strength to lift and carry boxes of materials weighing up to 50 pounds
- Must be flexible in working to meet short turnaround deadlines
- Ability to read printed materials and a computer screen
- Ability to communicate in person and over the telephone
- Routine use of computer, telephone and other office equipment
- Ability to travel to District facilities