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|-----------------|--|-------------------|--------------------------|
| JOB TITLE:      | <b>SENIOR OPERATIONS ANALYST</b>                           | DIVISION:         | <b>BUS</b>               |
| REPORTS TO:     | <b>DIRECTOR OF PROJECT MANAGEMENT &amp; DATA ANALYTICS</b> | EEO CATEGORY:     | <b>02 – PROFESSIONAL</b> |
| FLSA:           | <b>EXEMPT</b>  | SAFETY-SENSITIVE: | <b>NO</b>                |
| CLASSIFICATION: | <b>NON-REPRESENTED</b>                                     | LOCATION:         | <b>SAN RAFAEL</b>        |

*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 direction of the Director of Project Management and Data Analytics, the Senior Operations Analyst will be an integral part of a team which will manage and support critical projects, monitor and report on key performance metrics, and provide analytical support to help the Bus Division make business decisions for the long-term success and growth of the District. The position regularly monitors and communicates transit operating performance measurements in all areas of the Bus Transit Division; researches, compiles, and uses data available and necessary to prepare statistical reports and develop recommendations regarding bus transit operations and services; assists leads, monitors, establishes deadlines, solves issues, and evaluates projects performance, including performance of other departments and team members; and manages special projects impacting Bus operations, scheduling and service development.

## Essential Responsibilities

- Assists with the development and management of key performance indicators by conducting quantitative and qualitative analysis for service delivery, bus and/or equipment reliability and availability, inventory optimization, personnel levels, budget controls, and other aspects of the Bus Division
- Monitors and evaluates transit service performance and patterns of bus transit patronage, maintains operating statistics, prepares statistical reports, and recommends operational system changes
- Provides administrative and complex analytical support to the Dispatch, Maintenance, Safety and Training, and other Bus Division departments on issues that may impact Bus Operations, scheduling and service development
- Evaluates and reviews existing operations procedures for the Bus Division and provides cost effective analyses and recommendations
- Analyzes and interprets data affecting the scheduling, maintenance, and operation of public transportation vehicles
- Develops reports in IFAS and HASTUS providing financial analysis of payroll and bus operations as required



- Supervises or provides staff support and coordination in conducting operational analyses to identify organizational inefficiencies in order to optimize operational performance
- Performs regular internal audits of work performed by Dispatch (HASTUS) and Payroll and provides management with results of audits to establish better workflow and cost effectiveness
- Oversees database management organization within the Bus Division and assists with upgrades of INIT, HASTUS, and other computer applications
- Provides complex analytical project management, budgetary and administrative support, including oversight of financial analysis, procurement, administrative procedures, bus technology and computer systems, data management and supervision of staff, as assigned
- Serves as a business representative to the District's IS Department and communicates and advocates for the business needs of the Bus Division when technology projects/improvements are pursued
- Performs special projects such as preparing comprehensive proposals, contracts, applications for grants, and complex confidential reports, specifically those with an emphasis on financial, software, and technology
- Prepares and presents reports to senior management and the Board of Directors
- Analyzes applicable laws and keeps informed of current regulations and guidelines affecting the division
- Monitors and oversees financial operations of the division, including the development, reporting, and analysis of capital and operating budgets
- Develops recommendations and reports status regarding the indicators and metrics in order to evaluate the effectiveness of transit programs
- Acts as a liaison between the District and other agencies on relevant matters by reviewing outside reports, attending meetings, drafting correspondences and providing technical information to public agencies and other transit groups
- Conducts field work as needed
- Oversees and provides staff technical support and guidance as necessary
- Follows established safe work practices and obeys all safety rules
- Performs additional related duties as assigned
- Regular and reliable attendance and performance are required

## Required Knowledge, Skills and Abilities

### Knowledge of:

- Modern principles of supervision and general administration
- District Policies and Labor Agreement (MOU) Provisions
- Transportation operations
- Labor and human relations
- Transportation modeling and/or GIS software



**Skills or Ability to:**

- Perform statistical analyses, prepare concise reports and display data appropriately given the primary audience
- Communicate professionally and effectively, both orally and in writing, work effectively and professionally with others in a team environment, independently carry out a wide array of projects.
- Strong computer experience including spreadsheets, statistical analysis, and database software
- Database and spreadsheet experience

## Minimum Qualifications

**Education and/or Experience:**

- A Bachelor’s degree in Business Administration, or related field
- Two years of recent position-related experience in Transit Scheduling and/or Bus Transit operations, including one year of supervisory and project management experience desired
- Experience in scheduling, dispatch functions, staffing, and on-time performance software applications related to a public transportation operation is preferred.
- Experience in computer applications

**Physical Requirement:**

Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Routine use of computer, telephone and other office equipment. Some lifting may be required – generally up to 20 pounds. Records management may involve repetitive stooping, bending and reaching motions.