



JOB TITLE:	OPERATIONS ANALYST	DIVISION:	BUS
REPORTS TO:	DEPUTY GENERAL MANAGER - BUS	EEO CATEGORY:	02 – PROFESSIONAL
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN RAFAEL

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, performs a variety of operations analyses, project management and administration-based duties. The position requires the highest level of discretion, confidentiality and decision making to assist in facilitating the work of the Deputy General Manager-Bus Division, the Directors of Operations, Scheduling and Service Development, and Maintenance, as well as other staff as required. The Position is responsible for synthesizing data and creating/presenting concise reports Management of complex projects and working with vendors/contractors; budgeting, monitoring and reporting; and, coordination with other internal/external personnel on projects/programs of importance to the Bus Division. This position will also serve a critical role in supporting the development, coordination and implementation of departmental policies and procedures. The position may act as a lead and provide direction to permanent, temporary or contract staff within the Division.

Essential Responsibilities

- Performs operational analyses to identify organizational inefficiencies in order to optimize operational performance.
- Conducts studies and surveys necessary to make recommendations, and prepares technical memorandums or performance reports (written/oral).
- Manages complex administrative activities (procurement, technology, human resources, state/federal compliance).
- Researches and responds to inquiries from employees, union representatives and the public with discretion, respect and objectivity.
- Prepares meeting agendas, presentations, speeches/public remarks, and reports, including those for the Board of Directors.
- Performs general administrative duties as required for supporting the Bus Division’s mission.
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service.
- Performs additional related duties as assigned.
- Regular and reliable attendance and performance is required.



Required Knowledge, Skills and Abilities

Knowledge of:

- Microsoft Office, including spreadsheets, presentation, graphing, and word-processing applications
- Effective Project Management and teambuilding principles
- Effective communication and diplomacy in carrying out duties
- District Policies and Labor Agreement (MOU) Provisions.

Ability to:

- Evaluate and analyze operations and administrative concerns and recommend effective courses of actions
- Learn and apply District policies, laws, and regulations that pertain to work
- Successfully work as part of a team using excellent interpersonal and communication skills with personnel at all levels, both inside and outside the District
- Use problem solving skills, critical thinking, flexibility, creativity, innovation and self-motivation
- Maintain confidentiality and protect information and documents appropriately
- Work respectfully and effectively in a high volume, high visibility office environment under the pressure of strict deadlines
- Represent the best interests of the District and/or Bus Division at internal/external meetings, conferences or on committees
- Efficiently manage workload with minimum supervision
- Manage assigned projects and programs in a positive and effective manner
- Lead teams; and create and implement work plans with performance measures

Minimum Qualifications

Education and/or Experience:

- A Bachelor's degree in Business, Finance, Public Administration, Information Technology, or related field.
- Requires a minimum of four years of full-time, recent experience handling complex projects that involved the use of independent judgement.
- Must be able to demonstrate proficiency using advanced word processing, presentation (such as PowerPoint) and spreadsheet software, including the preparation of technical memorandums and performance data analyses, tables/graphs, and spreadsheets.
- Experience in developing, managing, and tracking budgets.
- Experience and general knowledge of public transit operations and performance metrics, as well as transportation planning principles and trends, are desired.



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 ten pounds. Records management may involve repetitive stooping, bending and reaching motions.