



JOB TITLE:	<b>OPERATIONS ANALYST</b>	DIVISION:	<b>BUS</b>
REPORTS TO:	<b>SENIOR OPERATIONS ANALYST</b>	EEO CATEGORY:	<b>02 – PROFESSIONAL</b>
FLSA:	<b>NON-EXEMPT</b>	SAFETY-SENSITIVE:	<b>NO</b>
CLASSIFICATION:	<b>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 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.