



JOB TITLE:	<b>OPERATIONS ANALYST</b>	DIVISION:	<b>FERRY</b>
REPORTS TO:	<b>DIRECTOR OF FERRY OPERATIONS</b>	EEO CATEGORY:	<b>02 – PROFESSIONAL</b>
FLSA:	<b>NON-EXEMPT</b>	SAFETY-SENSITIVE:	<b>NO</b>
CLASSIFICATION:	<b>NON-REPRESENTED</b>	LOCATION:	<b>LARKSPUR</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 analysis and administration-based duties. The position provides varied, complex, operations project-based analysis, coordination, and reporting; and provides confidential administrative assistance to Ferry Division Operations Management. Exercises the highest level of discretion, confidentiality and decision making to assist in facilitating the work of the Director of Operations and Operations Manager and other Division management staff. Responsible for the development of data and documentation of communication to support vessel and personnel scheduling; prepare materials for Board of Director’s review; and conduct tasks to track status and progress of key operations projects. This position will also perform a critical role in supporting the development and coordination of departmental duties within the Division and involving interaction with other departments. May act as lead to other operations and/or administrative staff.

### **Essential Responsibilities**

- Performs operational analyses to identify issues and process improvement opportunities that need to be addressed and/or resolved.
- Reviews, composes and/or edits operational documents and/or correspondences (from brief oral or written instructions) for management signature; and ensures the completeness, accuracy, and compliance with policies and procedures of said documents and/or correspondences. May also sign routine correspondence as directed and/or approved by management.
- Prepares and responds both verbally and in writing to initial operations related inquiries from various sources such as employees, union representatives, and the public with discretion and objectivity.
- Prepares meeting agendas, reports, presentations, and other informational materials which may include Board reports, technical or legal report and other documents related to the activities of the Department, materials for meetings, speeches, presentations, and agenda items, from notes, research, brief instructions, prior drafts or voice recording equipment.
- Relieves managers of certain administrative matters by transmitting information and staying informed of pertinent activities and performing general administrative functions (e.g., Department files and mail, receiving and screening telephone calls, making travel arrangements, maintaining manager contact information and assisting with Departmental budget).



- Follows up and collaborates with department heads and managers to keep them advised of the status of correspondence, agenda items and other related matters delegated for action or response.
- Work with, interacts and/or interfaces extensively with District employees. May also work with the public to address concerns as directed.
- 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 required.

## Required Knowledge, Skills and Abilities

### Knowledge of:

- Microsoft office including spreadsheets, statistical analysis and database software.
- Basic Project Management.
- Occupational health and safety rules and working practices applicable to this position.
- District Policies and Labor Agreement (MOU) Provisions.

### Skills or Ability to:

- Evaluate and analyze operations and administrative concerns, and determine alternative courses of actions and present recommendations.
- Learn and apply District policies, laws, and regulations that pertain to work.
- Work as part of a team using excellent interpersonal and communication skills with personnel at all levels, both inside and outside the District.
- Demonstrate strong problem solving skills, creativity, innovativeness and self-motivation.
- Maintain confidentiality and protect information and documents appropriately.
- Work calmly and effectively in a high volume, high visibility office environment under the pressure of heavy deadlines.
- Organize work, set priorities, meet critical deadlines and follow up assignments with a minimum of supervision.
- Manage projects and programs in a positive and effective manner.
- Follow the safety and health rules and safe working practices applicable to the job.



## Minimum Qualifications

### Education and/or Experience:

- A Bachelor's degree in Business, Finance, Public Administration, or in any related field. Qualifying experience may be substituted on a year-for-year basis in lieu of education. A written statement detailing qualifying experience must be submitted with the application.
- Requires a minimum of four years' recent full-time position related complex and confidential experience requiring the use of initiative and independent judgement. Experience must include a minimum of two years of operations related technical/administrative experience.
- Must be able to demonstrate proficiency using advanced word processing, spreadsheet and database software; prepare analysis, presentations, and spreadsheets using Excel. PowerPoint is desirable.
- Experience at an advanced level performing operations based analysis (financial, vessel and personnel scheduling) and technical administrative responsibilities is desirable.
- Knowledge of Marine transportation operations technical and administrative functions, including budget, labor, and operations management is desirable.

### Required License:

Must possess and maintain a current, valid California driver's license and satisfactory driving record.

### 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. Ability to travel to District facilities. Routine use of computer, telephone and other office equipment. Ability to respond to emergencies.