



JOB TITLE:	SENIOR OPERATIONS ANALYST	DIVISION:	BUS
REPORTS TO:	DIRECTOR OF BUSINESS OPERATIONS	EEO CATEGORY:	02 – PROFESSIONAL
FLSA:	EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	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 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.