



Marin County Transit District

Is recruiting for ...

OPERATIONS ANALYST/SENIOR OPERATIONS ANALYST: SPECIALIZED TRANSPORTATION SERVICES

\$87,310-\$117,876 (analyst level) or \$107,850-\$145,608 (senior analyst level) annual salary (depending on qualifications) and an outstanding benefits package

About the District...

Marin County Transit District (Marin Transit) is responsible for funding, planning, and management of all public transit services operating within Marin County, including fixed route, community shuttle, supplemental school, the Muir Woods Shuttle, and mobility management programs including paratransit services. Marin Transit works closely within the community to develop and deliver the most strategic, effective, and efficient local transit system in the San Francisco Bay Area. For additional information about Marin Transit, please visit our website at www.marintransit.org.

About Marin County...

Located just across the Golden Gate Bridge, and minutes from downtown San Francisco, Marin County is a dynamic, economically, and culturally diverse community of 260,000 informed and involved residents. Marin County is marked by beautiful beaches, groves of redwoods and oaks, rolling foothills, and scenic valleys. Marin County is known for its combination of rural and suburban lifestyles and is a recreation destination for the entire Bay Area with more than 140,000 acres of federal, state and county parkland, county open space and water district lands. The mild year-round climate is highlighted by cool, coastal fog tempering the warm inland temperatures of summer.

The position of Operations Analyst ...

The Operations Analyst is responsible for monitoring specialized transportation services, focusing primarily on student transportation, special events, and other seasonal services provided by all service providers under contract to Marin Transit.

Under direction from the Operations Manager, this position is responsible for the end-to-end planning and monitoring of school services provided by Marin Transit, including the yellow school bus service and supplemental public transportation school services. This includes developing the schedules for school routes, updating contractor materials, communicating with parents and school coordinators, and enforcing equitable service guidelines. This

position acts as the primary liaison between the contractor's operations teams, the District, and the public / passengers for these services.

This position is responsible for managing the eligibility, distribution, and reporting for all student and institutional pass programs including the yellow bus passes, K-12 youth pass, College of Marin student pass, and other social service pass programs.

This position is responsible for ensuring the accuracy of relevant operational data and communicating this data to the public. As part of the Operations team, this position would also support the goals of the Marin Transit network through other Operational tasks as assigned.

SUPERVISION RECEIVED AND EXERCISED

Direct supervision is provided by the Operations Manager; however, the position should be capable of guiding their own day-to-day work duties and objectives. The position would work closely with other Operations staff, the Director of Finance and Capital Projects, and the Project Managers from each of the contractor teams.

Typical duties may include:

- Management of all school programs (supplemental, yellow bus, and school / age-based pass):
 - Supplemental and Yellow Bus Service:
 - Route planning support
 - Operations support including turn sheet creation, stop lists, student rosters, parking/facility coordination.
 - Board material support and coordination
 - Website and pass sales management
 - General customer service (policies and bus passes etc.)
 - School / Age Based Transit Pass Program:
 - Maintain Youth Coordinator database.
 - Annually distribute Transit Pass media
 - Annually reconcile distributed passes with data entered into TransTrack
 - General coordination and customer service
- Manage all District-sponsored student and institutional pass programs.
 - Maintain eligibility rosters for participants.
 - Coordinate with program sponsors to develop reference and training materials.
- Management of special and seasonal programs including the Muir Woods Shuttle, the Marin County Fair Supplemental service, and other promotional or pilot services.
- Support Operations and Planning staff in programs related to specialized senior/ADA mobility programs, including travel training, demand response shuttles, etc.

- Work with staff to develop rider education materials, especially as they relate to seasonal or special services. These can range from one-time special event materials to larger campaigns needed during service changes and can take the form of in person or virtual presentations, printed material, or digital media.
- Work with staff to identify schedule and alignment improvements based on field observations and performance data.
- Work with contractors and drivers to strengthen communication and relationships between District and contractors.
- Assist customer service on customer complaint follow-up and close out.
- Other tasks for operations support, as assigned.

Requirements include ...

Candidate must have a strong interest in public transportation, have strong communication/customer service skills, and be comfortable with technology including use of databases, excel, and social media. The ability to speak and write in Spanish is highly desirable.

Experience and Education

Any combination of experience and training that would provide the required knowledge and skills is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience: The ideal candidate would have at least 1 year of experience in public transit or a related field, including planning, operations, or customer service. Candidates in a senior level appointment must have at least 5 years of experience in transit operations or related field

Education: A bachelor’s or master’s degree in planning, engineering, or related field is highly desirable for candidates interested in either appointment. Additional experience as outlined above may be substituted for education.

Knowledge of:

- Transit operations, including fixed route and paratransit.
- Knowledge of the FTA policies and guidance associated with the ADA and Title VI
- Transit service planning including scheduling and service design.
- Outreach techniques including use of social media.
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Skill in:

- Multitasking and organization.
- Problem solving.
- Communicating effectively orally and in writing.
- Using personal computers to create documents and spreadsheets and working with various databases.
- Exercising sound independent judgment.
- Organizing and prioritizing work to meet critical deadlines.

- Establishing and maintaining effective working relationships with co-workers, with contractors, and with representatives of public and private entities and members of the public using principles of good customer service.

Physical Working Conditions:

Position typically works in an office setting which may require prolonged sitting, standing, walking, kneeling, squatting, and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in data entry and preparing reports using a computer keyboard. Additionally, the position requires both near and far vision in reading written reports and work-related documents. Hearing and speech capability is required when providing phone and personal service. The position may also require the ability to lift, drag and push files, paper and documents weighing up to 35 pounds. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation.

Special Requirements: (1) Must be willing and able to travel to and attend meetings within or outside the boundaries of the County of Marin; (2) Must be willing and able to work outside regular business hours and on occasional weekends, attending civic, community, and client meetings, etc. as needed; (3) Must have a valid California Driver's License

Benefits Include....

- Employer paid premiums for employee's medical insurance and 95% of base HMO premium for families.
- Employer paid dental and vision insurance.
- Two weeks of paid vacation increasing with seniority.
- 11 ½ paid holidays.
- Deferred compensation plan; and
- Employer contribution of 10%-15% of salary to 401(a) retirement account based on years of service.

The first review of applications will be February 26, 2024. This position is open until filled and may close without notice.

For an application, please visit <http://www.marintransit.org/jobs.html>. Submit the completed application, a resume, cover letter and supplemental questionnaire in pdf format to hr@marintransit.org or mail to Marin Transit, Attention HR, 711 Grand Ave, Suite 110, San Rafael, CA, 94901.

Applications/resumes received will be screened according to the qualifications outlined in this posting. The most qualified candidates will be invited to interview and complete skills test. Finalists will be asked to provide references and undergo a background check to verify information supplied in the application materials.

If you have questions about this job or the hiring process, please email Holly Lundgren at hlundgren@marintransit.org.

SUPPLEMENTAL QUESTIONNAIRE

Responses to these Supplemental Questions must be submitted with your application materials. We will not consider resumes submitted without responses to the supplemental questions.

These questions are designed to help you present your qualifications for this position. Your responses, along with your application and resume will be used to determine whether you will be invited to continue in the selection process. Responses should be complete, concise, and specific. Clarity and completeness of your answers will be considered in the evaluation process.

1. Describe previous work experience that highlights your ability to effectively communicate with a diverse audience.
2. What experience do you have with school bus transportation or transit planning and operations?
3. Describe your experience and comfort level working with the public and dealing with customer service issues.
4. Describe why you are interested in this position and working with Marin Transit.