



# Marin County Transit District

---

Is recruiting for ...

## OPERATIONS ANALYST

**\$60,000 - \$94,920** annual salary depending on qualifications

Outstanding benefits package including flexible work schedule, telecommute opportunity, health, dental, vision, 401(a) contribution

### **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, and paratransit services. Marin Transit works closely within the community to develop and deliver the most strategic, effective, and efficient local transit system in northern California. For additional information about Marin Transit, please visit our website at [www.marintransit.org](http://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 250,000 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.

### **Overview of the Position...**

The Operations Analyst would be responsible for monitoring fixed route bus and paratransit operations and act as a liaison between the District and the four service providers currently under contract to Marin Transit. This position would provide the “eyes and ears” for the District and coordinate activity between the contractors’ operations teams, the District planning and capital development teams, the Travel Navigators mobility management team, and the bus riding passengers. This position would also support coordination with the local jurisdictions and other transit providers in the County. This position would work closely with the District’s service contractors and identify actions needed to improve overall service quality.

This position would also play a key role in coordinating current and new rider communication tools for the District including social media, bus stop and in-vehicle notices, various passenger committees, and face-to-face outreach.

## **SUPERVISION RECEIVED AND EXERCISED**

Direct supervision is provided by the Operations Manager. Position would work closely with and receive additional guidance from the Director of Planning and Operations, the Director of Capital Projects, and the Project Managers from each of the contractor teams.

## **DUTIES**

Typical duties may include:

- General oversight of contracted service providers to ensure service is delivered as designed, including:
  - Ongoing monitoring of fixed route services for schedule adherence, missed trips, driver courtesy, vehicle cleanliness, etc.
  - Ongoing monitoring of yellow school bus services
  - Ongoing monitoring of paratransit and mobility management services for missed trips, denials, on-time performance, passenger ride times, etc.
- Bus stop monitoring. Working with Marin Transit's capital team to:
  - Identify where updated passenger information is needed, including sign blades, rider panels, and temporary stop notices
  - Monitor performance of real-time passenger information signs
- Support and assistance for contractors including:
  - Equipment monitoring and data reporting, including fareboxes, Clipper, headsigns, and AVL equipment (as needed by contractors)
  - Monitoring and notifying passengers and other District departments when service is delayed, missed, or on detour
- Establish and maintain ongoing communication with riders and parents (yellow bus) through the following:
  - Passenger advisory committees
  - Social media
  - E-Blasts
  - Website postings
  - In person (as needed)
  - Posted notices at bus stops and in-vehicles
- Work with staff to identify and develop rider education materials. These can range from one-time special event materials to larger campaigns needed during service changes. The successful candidate must be able to work with the following formats
  - Presentations
  - Digital media
  - Print media
- Work with planning staff to identify schedule and alignment improvements based on field observations and performance data
- Work with planning staff to ensure online trip planning tools (511, Google Transit, etc.) are functional and up to date

- 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
- Oversee ongoing operations data collection related NTD, current planning projects, and other ongoing needs
- Work with contractors and AVL vendor to ensure real-time data is accurate and consistent for passengers
- Coordinate and oversee temporary staff needed for data collection or outreach. Responsibilities would include identifying needs, training, and coordinating schedules
- Assist with travel training events and other educational events to inform the community on Marin Transit services and other mobility options

### **REQUIREMENTS**

Candidate must have a strong interest in public transportation, have strong communication skills, and be comfortable with technology including use of 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:**

**Operations Analyst:** Two (2) years of professional experience in transit planning.

#### **Knowledge of:**

- Transit operations including fixed route and paratransit
- Transit service planning including scheduling and service design
- Outreach techniques including use of social media

#### **Skills in:**

- Customer service and customer relations;
- Analyzing and evaluating data and preparing comprehensive, clear, and concise written reports with recommendations;
- Making effective presentations to a variety of audiences;
- Exercising sound independent judgment;
- Establishing and maintaining effective working relationships with representatives of public and private entities and members of the public using principles of good customer service.

#### **Education:**

Equivalent to a Bachelor's degree from an accredited college or university required. Portions of the required experience may be substituted for education in the following ways;

- Bachelor's degree or similar: 1 year
- Graduate or postgraduate degree or similar: 1 year

### **PHYSICAL WORKING CONDITIONS**

Position would spend time in an office setting and in the field. Office work may require prolonged sitting, standing, walking, kneeling, squatting and stooping in the performance of daily activities. Field work would require the ability to work outside in various weather conditions and actively travel around the County in either a District provided car or using the transit system. 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 accommodations.

**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

For an application, please visit <http://www.marintransit.org/jobs.html> and click "Employment Application". Submit the completed application, a resume, cover letter and supplemental questionnaire in pdf format to [hr@marintransit.org](mailto: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, the hiring process, or Marin Transit's benefit package, please email Holly Lundgren at [hlundgren@marintransit.org](mailto: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 your experience as it related to planning or operations of fixed route or paratransit services.
2. Describe your experience supervising staff or contractors.
3. Describe experience you have with customer service or customer relations.
4. Describe your experience in organizing, leading or staffing community outreach events and/or advisory groups.
5. Describe why you are interested in this position and working with Marin Transit.