

OMNITRANS Job Description

Job Title: Operations Analyst
Department: Operations
Reports To: Director of Operations
FLSA Status: Exempt, Level VI
Approved By: Board of Directors
Approved Date: TBD

SUMMARY

Provides complex analytical, project support and management, and budgetary and administrative support for the Omnitrans Operation department, including financial analysis, procurement, administrative procedures, bus technology/computer-aided systems, and data and report management.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Monitors transit operations, researches, and effectively responds to issues and/or complaints related to operations; identifies and implements procedure and/or policy changes in response.

Provides administrative and analytical support to Assistant Transportation Manager(s), Transportation Manager, Fleet Safety and Training, and other sections within the Transit Operations Division.

Assists the Director of Operations with developing and managing key performance indicators (KPI's) by conducting analyses of service delivery metrics and personnel levels. Develops recommendations and reports regarding KPI's and measurements to enhance the department's effectiveness.

Acts as project manager to ensure projects are completed according to deadlines and standards, as assigned.

Monitors system performance and prepares and maintains records and written reports. Recommends new or revised routes, schedules, and levels of service per the Short-Range Transit Plan.

Develops reports related to preventable accidents, customer complaints, and operational efficiency.

Researches and analyzes transit-related issues; documents findings and recommendations.

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Assists in developing and implementing standard operating procedures, audits procedures, and reports for compliance with the Memorandum of Understanding-Labor Contract.

Investigates and responds to public and operator complaints.

Assists in interpreting MOU agreements related to workforce scheduling, grievances, and discipline.

Analyzes workforce absenteeism, overtime trends, and staffing needs.

Assists with real-time service monitoring using CAD/AVL and other transit technology systems.

Supports post-incident investigations by analyzing reports, reviewing video footage, and recommending corrective actions.

Performs additional related duties as assigned.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below represent knowledge, skill, and/or ability. Reasonable accommodation may be provided to enable individuals with disabilities to perform basic functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A.) or an equivalent from a four-year college or university in administration, transportation, statistics, urban planning, mathematics, or a related field and a minimum of three (3) years of full-time experience in a transportation-related industry performing tasks that directly support the functions of the position.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, employees, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference. Applying fractions, percentages, ratios, and proportions to practical situations.

COMPUTER SKILLS

Must be familiar with current business operating systems, software, and programs.

REASONING ABILITY

Ability to solve practical problems and deal with various concrete variables in situations with limited standardization. Ability to interpret multiple instructions furnished in written, oral, diagram, or schedule form. Ability to analyze statistical data accurately, draw sound conclusions, and make appropriate decisions or recommendations.

OTHER SKILLS AND ABILITIES

Knowledge of transit operations. Ability to gather and analyze facts and arrive at sound conclusions. Ability to establish and maintain effective working relationships with others. Ability to write clear and concise reports. Ability to communicate effectively both orally and in writing. Requires the ability to use spreadsheets, databases, scheduling, and word-processing software.

PHYSICAL DEMANDS

The physical demands described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform basic functions.

While performing the duties of this job, the employee is regularly required to talk or hear, walk, and sit. The employee is occasionally required to stand, use hands to finger, handle, or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and color vision.

WORK ENVIRONMENT

The work environment characteristics described here represent those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level in the work environment is usually moderate.