



San Joaquin Regional Transit District  
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Stockton, CA 95202  
(209) 943-1111

## SAN JOAQUIN REGIONAL TRANSIT DISTRICT EMPLOYMENT OPPORTUNITY

### CONTRACTED SERVICES ANALYST/SPECIALIST/SENIOR SPECIALIST

#### Mobility Department

Minimum Salary Ranges start at \$47,437 (Analyst); \$54,901 (Specialist); \$63,503 (Senior Specialist)

**Open Recruitment**

**Closing Date: until filled**

#### **JOB SUMMARY:**

Under general direction of and working in close coordination with the Mobility Manager, this position is responsible for reviewing and monitoring all contracts within the Mobility Department to ensure San Joaquin Regional Transit District (RTD) and contractors are in compliance with terms outlined in the agreement—both operationally and financially.

#### **EXAMPLES OF DUTIES:**

- Reviews and reconciles monthly invoices to ensure compliance with financial obligations and terms outlined in the agreements.
- Collects, reviews, analyzes, and prepares monthly performance measurement reports for contracted fixed-route and Dial-A-Ride services.
- Identifies and notifies management of potential operational, legal, and financial issues and recommends solutions to address the issues.
- Maintains precise documentation of contractual records and retention of resolutions for future occurrences.
- Coordinates regular meetings with contractor staff to discuss service performance and other as-needed items.
- Monitors service quality through comments submitted by contracted fixed-route and Dial-A-Ride customers; coordinates with contractor staff to ensure effective adherence to comment investigation and resolution policies and procedures.
- Assists with the implementation of contracted fixed-route service changes; coordinates with contractor staff to ensure effective communication; monitors service effectiveness and prepares correspondence to report effects on service delivery.
- Performs other incidental and related duties as required and assigned.

#### **EMPLOYMENT STANDARDS:**

- **Analyst:** Graduation from an accredited two-year or four-year college or university with a minimum of approximately one to three years of professional experience. Experience in a public transit agency or governmental setting is preferred.
- **Specialist:** Graduation from an accredited four-year college or university with approximately three to five years of professional experience in contract administration or related field. Experience in a public transit agency or governmental setting is preferred.
- **Senior Specialist:** Graduation from an accredited four-year college or university with five to seven years of professional experience in contract administration in a public transit agency or governmental setting.

## **Licenses; Certificates; Special Requirements:**

A valid Class C California driver's license.

## **KNOWLEDGE OF:**

- California state vehicle laws and codes.
- Transit operations and state and federal transit regulations.
- Federal ADA transportation rules and regulations.
- Trends in ADA and mobility management.
- Microsoft Office Suite, including Word, Excel, Access, and PowerPoint.
- Research methods and data analysis techniques.
- Principles and practices of sound business communication.
- RTD human resources policies and procedures and labor contract provisions.

## **ABILITY TO:**

- Demonstrate excellent research, analytical and investigative skills, with exceptional attention to detail.
- Work independently and in a team-oriented environment.
- Build rapport and effectively address the public, particularly members of the disabled community and their representatives.
- Interpret, analyze, and apply laws, rules, and regulations relating to ADA.
- Assess training and development needs, and design cost effective programs to deliver effective training and meet needs.
- Organize and maintain office and specialized confidential files and records.
- Understand and follow oral and written instructions.
- Communicate clearly and effectively, both in speaking and writing.
- Exercise sound, expert, and independent judgment within general policy guidelines.
- Exercise tact, discretion, and diplomacy in dealing with sensitive, complex, and confidential personnel issues and employee situations.
- Establish and maintain effective customer-focused working relationships with all levels of RTD management, employees, employee organizations and their representatives, other governmental officials, community groups, and the public.

**Reasonable accommodations:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described below must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:** While performing the duties of this class, an employee is regularly required to sit, talk and hear, in person and by telephone, use hands repetitively to operate standard office equipment, and reach with hands and arms. The employee is frequently required to stand, walk, and lift up to ten pounds.

Specific vision abilities required by this class include close vision and the ability to adjust focus.

**Mental Demands:** While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information, and documents; analyze and solve complex problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed

work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with all levels of RTD management, staff, employees, representatives of employee organizations, applicants, governmental officials, and the public.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this class, the employee works under typical office conditions and the noise level is moderately quiet.

### **The District offers a competitive employee benefit program that includes:**

- INSURANCE:** RTD provides comprehensive health and dental insurance package for all full-time employees and their dependents. RTD also provides \$20,000 life insurance for all full-time employees.
- SICK LEAVE:** 12 days per year for all full-time employees.
- VACATION:** Two (2) weeks to six (6) weeks depending on length of service for full-time employees.
- RETIREMENT:** RTD participates in a 401(a) retirement plan in which RTD provides a generous match.

**EMPLOYMENT PROCESS:** Applicants must complete and submit an official application form. The standards as stated on the front of the job announcement represent only the minimum required to fill an application. Resumes will be accepted, but may not be substituted for the required application form. Meeting the listed standards does not guarantee that a candidate will be invited for an interview as the Human Resources Department reserves the right to limit the number of candidates to the most qualified for the vacancy. The selection process for this position may include a written assessment.

**NOTE:** All statements made on the application are subject to verification and investigation. False statements will be cause for disqualification, removal from the eligible list or termination of employment.

**SUBSTANCE ABUSE TESTING:** Substance abuse tests paid by the Transit District are required of each prospective employee. Candidates are cautioned that offers of employment are conditional and subject to the satisfactory completion of the substance abuse tests.

San Joaquin Regional Transit District is an Equal Opportunity/Affirmative Action employer. Female, minority, and disabled individuals are encouraged to apply. Applicants will be considered without regard to race, color, creed, national origin, religion, sex, sexual preference, marital status, age, medical condition or disability.

Employment is conditional on successfully passing drug and alcohol tests, and a background investigation.

**TO SUBMIT AN APPLICATION:** Visit our jobs page online at [www.sanjoaquinRTD.com/jobs](http://www.sanjoaquinRTD.com/jobs)

**The provisions of this bulletin are subject to change without notice and do not constitute an express or implied contract.**