



San Joaquin Regional Transit District
421 E. Weber Avenue
Stockton, CA 95202
(209) 943-1111

**SAN JOAQUIN REGIONAL TRANSIT DISTRICT
EMPLOYMENT OPPORTUNITY**

**BUSINESS PERFORMANCE SPECIALIST/SENIOR SPECIALIST/ADMINISTRATOR
Depending on qualifications (DOQ)**

Minimum Salary Ranges start at: \$54,901 (Specialist); \$63,503 (Senior Specialist); \$75,000 (Administrator)

Open Recruitment

Closing Date: until filled

JOB SUMMARY:

Under general direction of the CEO this position is a highly responsible administrative position and works in close coordination with members of the Executive Team involving the organization, direction, and management of the transit system's business performance. This includes analysis of fiscal, operational, and system performance metrics. Duties and responsibilities include, but not limited to managing, tracking, and monitoring metrics and standards, providing information and specialized reports for strategic decision-making, and performs related duties as assigned.

EXAMPLES OF DUTIES:

- Manages and responsible for data mining and repository including the accurate and timely reporting of all metrics related material. Researches inconsistencies and anomalies in data, interprets findings, and develops a course of action.
- Responsible for implementing and maintaining performance management software solution for reporting, data warehouse, and dashboards. Collaborates with departmental staff on data reporting needs and executes prioritized reporting.
- Responsible for the NTD (National Transit Database) reporting analysis, documentation, audit review of agreed upon procedures, and annual close-out certification process.
- Manages agency interests and accuracy in regional electronic fare data for fare reciprocity, expense sharing, and route level analysis.
- Quantitatively identify areas to improve the customer's experience. Evaluate results for trends and recommends process improvement in customer service, safety incidents, and on-time performance issues.
- Benchmark agency performance to peer systems, produces special studies on identified performance improvement areas, research best practices, and provide analysis to management staff.
- Assists in the development organizational and department performance goals and objectives, strategize improvement tasks, monitor results, and recognize employee, department and organizational accomplishments. Recommends policies and procedures to improve system-wide and organizational performance, with an increase in productivity or efficiency.
- Assists Training in the development of employees' skills and understanding of procedures and policies, developing, implementing, monitoring and overseeing adherence to performance standards.
- Conducts, manages, or serve on special projects related to agency.
- Assists Finance department with fiscal reporting and metrics, as requested.
- Prepares reports and presentations as required.
- Performs other duties as assigned.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is:

- **Specialist:** Graduation from an accredited four-year college or university with a degree in Statistics, Accounting Business Administration or related field, with approximately three to five years of professional experience in statistics, analytics, data management, accounting, auditing, or related field. Experience in a public transit agency or governmental setting is preferred. One (1) additional year of the required experience may be substituted for each year (30 semester hours) of the required education.
- **Senior Specialist:** Graduation from an accredited four-year college or university with a degree in Statistics, Business Administration or related field, with five to seven years of professional experience in statistics, analytics, data management, accounting, auditing, or related field. Experience in a public transit agency or governmental setting is preferred. One (1) additional year of the required experience may be substituted for each year (30 semester hours) of the required education.
- **Administrator:** Graduation from an accredited four-year college or university with a degree in Statistics, Business Administration or related field, with seven or more years of professional experience in statistics, analytics, data management, accounting, auditing, or related field. Experience in a public transit agency or governmental setting is preferred. One (1) additional year of the required experience may be substituted for each year (30 semester hours) of the required education.

*Proof of education is required beyond high school (college transcripts, diplomas/degrees, and/or certificates) if substitution education experience is not used.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license.

CPA license preferred.

ABILITY TO:

- Research, compile, and analyze complex data and form sound conclusions.
- Recognize internal and external risk factors and develop effective solutions.
- Understand, interpret and apply labor contracts, laws and regulations.
- Optimize time and efficiency while managing multiple priorities.
- Prepare complex narrative and statistical reports.
- Maintain an effective working relationship with the employees throughout the company.
- Make oral presentations before senior management, employees, etc.
- Coordinate and administer projects within budget constraints.
- Work independently and in collaboration throughout agency.
- Communicate clearly and concisely both orally and in writing.
- Exercise sound judgement within the framework of policies, protocols, and service standards.
- Maintain confidential information.
- Exercise sound, expert, and independent judgment within general policy guidelines.

KNOWLEDGE OF:

- Transit operations and state and federal transit regulations.
- Microsoft Office Suite, including Word, Access, PowerPoint, and especially Excel
- Research methods and data analysis techniques.
- Arithmetic computations involving algebra and statistics.
- Principles and practices of sound business communication.

- English grammar and usage, vocabulary, spelling, and punctuation.
- Business communications techniques; correct telephone etiquette.
- Word processing and spreadsheet software.
- Data science skills.
- Planning and organizing.
- Problem analysis and decision-making.

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, reference checks, and a background investigation.

TO SUBMIT AN APPLICATION: Visit our jobs page online at www.sanjoaquinRTD.com/careers

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