



Marin County Transit District

Is recruiting for ...

SCHOOL OPERATIONS ANALYST

\$60,000-89,208 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 local 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.

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.

The position of School Operations Analyst ...

The Marin County Transit District seeks a highly-organized and customer-service oriented individual to oversee and manage contracted yellow bus service in three Marin County School Districts. Under the supervision of the Director of Planning and Operations, the School Operations Analyst will perform a variety of administrative, technical, and community outreach tasks related to Marin Transit's yellow bus and mobility management efforts. This job is at-will, and is non-exempt. The position has a limit term through June 30, 2017 which may be extended depending on Marin Transit future role with yellow bus school service.

The ideal candidate for this position will have strong multitasking and organizational abilities, enjoy and excel at problem solving, communicate effectively orally and in writing and be interested in school transportation .

Typical duties may include:

Monitor and oversee contracted yellow school bus service for three school districts in Marin County (Ross Valley School District, Mill Valley School District, and Reed Union School District) including:

- Ensuring drivers are properly trained on the routing and stops
- Remotely tracking yellow bus on-time performance using an Automatic Vehicle Location (AVL) system;
- Working with contractors to remedy ongoing operational challenges to minimize the occurrence of late or missed trips
- Function as the liaison between the District and all participating educational institutions (Ross Valley School District, Mill Valley School District, and Reed Union School District);
- Serve as the point of contact for schools, parents, and contractors and respond to inquiries or complaints via phone/email/in-person;
- Print and disseminate school bus passes and information to riders, parents, and schools;
- Manage day-to-day communication/troubleshooting (e.g. website assistance, updating rosters);
- Represent Marin Transit and participating school districts at various meetings; and
- Perform other related duties as required.

Monitor and oversee contracted supplemental fixed route public transit services in Marin County including:

- Administering a countywide youth pass transit program
- Coordinating bell schedules and school calendars with school staff and service contractor
- Working with contractors to remedy ongoing operational challenges to minimize the occurrence of late or missed trips

Requirements include ...

Candidate must have a strong interest in working on school bus transportation. Candidate must be a graduate from a four-year college or university or have a high school diploma combined with at least three (3) years of related work experience. Work experience in transportation service delivery, program administration, customer service, school-based transportation services, health and human services, or a related area is desired.

Skill in:

- Multitasking and organization.
- Problem solving.
- Providing customer service.
- Communicating effectively orally and in writing.
- Using personal computers to create documents and spreadsheets, and working with various databases.
- Exercising sound independent judgment.
- Communicating with parents and schools in high pressure situations.
- 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 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

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 vacation increasing with seniority;
- 10 ½ 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 April 8, 2016. 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 or transit planning and operations?
3. Describe why you are interested in this position and working with Marin Transit.