



JOB TITLE: Operations Analyst
DEPARTMENT: Bus Operations
FLSA: Exempt, Full-time
SALARY GRADE: 102
SALARY RANGE: DOQ (\$38,253.57 - \$47,816.97 annually)

LAST REVISION DATE: 02/2019
REPORT TO: Business Manager
EEO: Professional

PURPOSE OF JOB

The Operations Analyst is responsible for the collection, maintenance, analysis, and reporting of DCTA services, including key performance indicators, metrics, operational statistics, and compliance and statutory reporting. The Operations Analyst will perform extensive analysis using spreadsheets and database programs, and present alternatives and make recommendations to operational processes and procedures to improve service efficiency and effectiveness.

ESSENTIAL FUNCTIONS

1. Collect quantitative and qualitative data related to transit services.
2. Monitor and evaluate data collection activities, processes, and procedures. Make recommendations, develop, and implement standard operating procedures to standardized and improve data collection efforts.
3. Compile data from multiple sources and reconcile to ensure accuracy.
4. Develop, implement, and maintain data collection, warehousing, and analytic tools. Provide analytical and database support to the Operations Department and other Departments as requested.
5. Analyze existing manual and electronic processes and make recommendations for technology driven processes.
6. Develop and maintain data for key performance indicators and business metrics and make recommendations based on this information.
7. May perform operational analysis by observing and analyzing schedules, service patterns, equipment utilization and run assignments.
8. Assist with the evaluation of operational and financial data to assess route performance and make recommendations to improve service efficiency and effectiveness.
9. Create and prepare detailed periodic analytical reports, compliance reports, and numerous ad-hoc reports for presentation to internal and external customers.
10. Generate reports, presentations, graphics, forms, and other documents to communicate operational information.
11. Make presentations and provide information to decision makers.
12. Respond to internal and external requests for operational data, including but not limited to service levels and performance, routing, and schedules.
13. Complete operational research as required
14. Perform other duties or projects of similar nature and level as assigned

REQUIREMENTS TO PERFORM WORK

Education & Experience: (Any equivalent combination of education and experience)

Associate's/Bachelor's degree in accounting, finance, business administration, public administration, or other related field from an accredited college or university. Minimum of two (2) years of professional experience, preferably in public transportation, municipal government, or similar environment.

Special Requirements: Hold a current valid Texas Driver's License or have the ability to obtain one upon entry into the position.

Knowledge of:

- Research methods and statistical concepts
- Modern office methods, procedures, and use of computer equipment;
- Microsoft Office suite including Word, Excel, Outlook, and PowerPoint
- Microsoft Access preferred
- Web-based fixed route and scheduling applications preferred



- Principles and practices of transit operations, planning, and service development preferred

Ability to:

- Work independently to perform a variety of functions and manage multiple projects at one time while working in a dynamic environment with changing priorities to meet established deadlines
- Possess an influential and welcoming communication style
- Demonstrate a professional level of expertise and high level of discretion and judgement to support and inform decision making processes
- Establish cooperative working relationships and communicate effectively and sensitively with all levels of staff, both verbally and in writing
- Exhibit strong problem-solving skills and exceptional customer service orientation
- Ability to get along with others, individually and in a large group. Has the desire to care for the organization's well-being and for the co-workers he/she interacts with. Interested in partaking in group development and team building activities
- Be open to collaborate and work in a team-oriented and helping environment
- Possess a positive attitude, and ability to practice good judgement, while open to receiving/providing feedback
- Foster a culture that values critical thinking and problem solving; and encourages constructive feedback, engagement, inclusion, and diversity at all levels

PHYSICAL ACTIVITIES

Physical activities include, but are not limited to: on a continuous basis, sitting at a desk for long periods of time; researching information both in written form and on the computer; using a computer and monitor for long periods of time; intermittently twisting and reaching for office equipment; writing or using keyboard to communicate through written means; lifting light weight; reaching above the waist and reaching below the waist; repetitive motion and fingering when using computer keyboard; and talking and hearing when dealing with internal and external customers. The essential functions of this position require the daily use of a computer and telephone, and are performed in an office environment.

Additional perks and benefits that accompany full-time employment with DCTA:

- Telecommuting options available, up to three days a month, after successful completion of your six-month probationary period and if suitable for your position.
- Flexible office hours are permitted, given a regular 8-hour workday that brackets the agency's core hours from 9:00am – 4:00pm (i.e. 7:30 am to 4:30pm, or 9:00am to 6:00pm). These flex hours are coordinated with your supervisor.
- One 8-hour paid day off for your birthday.
- Employee portions of Medical and Dental benefits are 100% paid by the employer.
- If you have utilized a Proportionate Retirement Program in the past, the service time transfers to DCTA's retirement system, TCDRS. The following systems apply:
 - Texas Municipal Retirement System (TMRS)
 - Employees Retirement System (ERS)
 - Judicial Retirement System of Texas (JRS)
 - Teacher Retirement System of Texas (TRS)
 - City of Austin Employees Retirement System (COAERS)
- Expanding time-off accruals: 12 days of vacation time accrued for the first year, increasing by one day each year, with a max of 17 days annually. Additionally, employees earn 12 days of sick time each year, 1 personal day, 2 floating holidays, 1 birthday, 8 fixed holidays, and the ability to earn two additional days off through the Wellness Program.
- DCTA strives to continually improve our Servant Leadership culture. We pride ourselves in having an open, caring, and communicative community of employees, with the drive to help build each other up.
- Flexible dress code: business casual, allowing jeans every day (unless otherwise specified for external/special meetings, events, etc.).
- Extensive Wellness Program, including several opportunities to volunteer with the agency, sporadic lunch and learn events, chair massages, the potential to earn two extra days off each year, and continual efforts to improve wellness throughout the agency.