



Service Planning Manager

Class Code	FLSA Status	EEO Category	Represented	Salary Grade	Effective Date	Resolution
097	Exempt	EEO1 - First/Mid-Level Officials & Managers	Unrepresented	11	10-09-13	13-267

DEFINITION: Under general direction; manages and coordinates the staff, functions and activities of the Service Planning unit, including short-term planning and priorities, and capital implementation.

REPRESENTATIVE FUNCTIONS may include, but are not limited to, the following:

- Manages the Service Planning unit; develops work plans; manages short-range service planning, grants projects and other transportation-related items; and develops specifications for the scheduling unit.
- Manages and participates in the preparation of recommendations on short-term transit service trends and needs, transit regulatory policies and requirements, resource needs, financial requirements, environmental review, and Title VI compliance as they relate to service.
- Establishes unit goals, maintains responsibility for unit productivity; assigns, evaluates, and monitors the timely completion of work by staff and outside consultants, provides training and professional development of staff; and may participate in the selection of staff for the assigned unit and the department.
- Manages and participates in the development of new, and/or modified service schedules, Operator schedules, and public timetables.
- Manages the timely completion of complex reports, other written materials, and oral reports for dissemination to Executive staff, the Board of Directors, external agencies, and the general public.
- Manages special studies and surveys to develop innovative service planning methodologies for the purpose of maximizing the efficiency-and cost-effectiveness of passenger service.
- Manages complex statistical and data analysis projects; as well as the establishment and updating of records systems and databases for research and service planning.
- Manages the collection and analysis of a variety of performance data, including on-time performance and passenger loading; and analyzes route performance data to determine the number of Operators, and equipment needed for optimum use of District resources
- Writes periodic and detailed reports; and manages the establishment and maintenance of unit records and activities, as required by project specifications, and District management.
- Prepares documentation in support of the procurement of goods and services, including scopes of work, schedules, and cost estimates.
- Manages contracted work efforts, including evaluation of progress and quality of deliverables, financial monitoring, and invoice processing.
- Develops the budget for the Service Planning unit, participates in the preparation of the department budget, administers approved budgets, and monitors expenditures.
- Coordinates with other District divisions and departments regarding the impact of service, scheduling, and service plans on the District's business and financial plans.



Service Planning Manager

- Acts as a District spokesperson and liaison with external agencies, community groups, and the general public.
- Interprets applicable provisions of the Collective Bargaining Agreement regarding service, and related scheduling items; to ensure compliance with contractual obligations.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

Knowledge Of: Principles and practices of transportation planning and transit operations; traffic engineering concepts and methods; policy development and implementation, including a working knowledge of applicable federal and state laws and regulations governing transit operations; statistical methodologies and data collection techniques; research methods; data analysis and technical report writing, methods of effective presentation; theories and techniques of leadership, supervision, team-building, motivation, goal development, and goal tracking; government contracting principles and concepts, including procurement strategies and contract types; and current software for statistical analysis, word processing, spreadsheets, and presentation at the advanced level of proficiency;

Ability To: Manage ongoing and ad hoc service planning projects and functions in all phases of development; analyze and interpret statistical data and complex problems, identify alternative solutions, and propose and implement recommendations in; interpret and apply District and Board policies and procedures, as well as applicable state and federal regulations and laws; represent the District at meetings with external agencies and community groups; prepare and administer budgets; write, prepare and present technical reports; manage, supervise, and motivate a professional staff and external consultants; work with a wide variety of community and cultural groups in a tactful and effective manner; recommend, quickly learn, and effectively use new systems and software as adopted by the District; communicate effectively both orally and in writing; and establish and maintain effective working relationships with those contacted in the course of work using principles excellent customer service.

Education/Training: Equivalent to a Bachelor's degree from an accredited college or university in transportation planning, city and regional planning, business or public administration, urban studies, economics, finance, political science, geography, or a related field.

Experience: Equivalent to at least six (6) years of increasingly responsible professional level experience in transportation and service planning and management; including a minimum of three (3) years in a supervisory role, or in a project-lead capacity that involved supervising subordinate employees and consultants.

Physical Requirements: Must maintain the physical condition necessary to (1) perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; and (2) be able to travel by the most expeditious manner possible for work.

Special Requirement: Must be available to work outside regular business hours as required by the demands of the job.