

POSITION: OPERATIONS ANALYST

LOCATION: WETA Office – San Francisco, CA

CLASS CODE: Exempt

SALARY RANGE: \$97,343 to \$139,069 annually
(New CalPERS member pays 6.75% of salary into CalPERS retirement plan)

DATE POSTED: January 20, 2023

CLOSING DATE: Open Until Filled

OPENING(S): 1 Position

APPLICATION PROCESS:

Please email (1) Cover letter, (2) Resume and (3) WETA application to:

EmploymentApplications@watertransit.org

Subject: Operations Analyst

FAILURE TO MEET ANY OF THE REQUIREMENTS STATED MAY RESULT IN REJECTION OF YOUR APPLICATION.

THE FOLLOWING DOCUMENT(S) MUST BE SUBMITTED AT TIME OF APPLICATION:

- Cover Letter
- Resume
- Employment Application
(available at <https://weta.sanfranciscobayferry.com/employment>)

Under the brand San Francisco Bay Ferry (SFBF), the San Francisco Bay Area Water Emergency Transportation Authority (WETA) operates six routes serving the cities of Alameda, Oakland, Richmond, San Francisco, South San Francisco, and Vallejo. WETA has a small administrative staff and contracts with a private sector contractor to operate and maintain its current fleet of 16 passenger-only vessels. A description of SFBF services and operations is available at www.sanfranciscobayferry.com.

JOB DESCRIPTION

Under general direction, plans, organizes, and analyzes the ferry transportation services program within the Operations and Maintenance Division, including management of contracts, monitoring of performance, analysis of operations and ridership trends, development of budgets and tracking of cost centers and the administration of funds for projects and operations; assists in coordinating assigned activities with other WETA divisions, outside agencies, contractors, vendors, and the public; fosters cooperative working relationships among WETA divisions;; provides highly responsible and complex professional assistance to the Operations and Maintenance Manager in areas of expertise; and performs related work as required.

PRIMARY RESPONSIBILITIES

- Helps to develop and administer the annual budget for the assigned program, including forecasts of annual operations and maintenance costs; makes recommendations for staffing, equipment, materials, and supplies; coordinates annual update of fares with contractors; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Analyzes performance of ferry transportation services provided by contracted operators and other service providers, including monitoring of scheduling and service issues, safety compliance, and service planning.
- Analyzes WETA's ferry operator contracts; conducts contract performance reviews to ensure contract compliance.
- Helps to develop consultant/contractor/vendor requests for proposal for operational services; ensures public bidding procedures are followed; reviews submittals and provides general support throughout procurement processes
- Reviews a variety of reports including passenger complaints/incident reports, accident reports, and equipment failure reports; investigates issues; develops and monitors corrective action plans.
- Manages the collection, analysis, and interpretation of operational data to monitor system performance in accordance with established performance standards and indicators and applicable regulatory requirements.
- Participates with others in the design, implementation, and evaluation of route and schedule structures; works with contract operator to ensure that service is designed to in accordance with established performance standards; ensures services operate at peak performance to maximize productivity, minimize subsidy costs, and meet continued growth demands.
- Assists with and participates in planning and preparedness activities designed to coordinate waterborne emergency response services and provide evacuation assistance, transportation of first responders and disaster service workers, and provision of basic mobility for the public in response to emergencies or disasters affecting the Bay Area transportation system.
- Prepares and presents staff reports, various management and information updates, and reports on special projects as assigned by the Operations and Maintenance Manager.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of ferry and maritime operations and maintenance as they relate to the area of assignment.
- Assists with the agency's mandate to coordinate the waterborne transit response to a regional emergency consistent with the principles, concepts and procedures contained in the WETA Emergency Response Plan and the Emergency Operations Plan; may include such activities as participation in emergency response drills and exercises and work to support the operation of the agency's Emergency Operations Center when activated.
- Performs other duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- Analytical skills and practices, particularly the use of Microsoft excel spreadsheets, project management software, and database software
- Administrative principles and practices as applicable to a busy, multi-tasking transit agency
- Public agency administration, budget and management principles and practices
- Contract analysis and administration, administrative practices, and general principles of operational analysis
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Concepts, principles and practices of passenger vessel operations, maritime transportation or other related field.

- Methods and techniques for the development of presentations, contract scopes, and business correspondence.
- Research, reporting and organizational methods, techniques, and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and WETA staff.

Ability to:

- Demonstrate strong problem solving skills, creativity, innovativeness and self-motivation.
- Evaluate and analyze operations and administrative concerns and determine alternative courses of actions and present recommendations.
- Organize work, set priorities, meet critical deadlines and follow up assignments with a minimum of supervision
- Administer complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Effectively administer special projects and contractual agreements and ensure compliance with stipulations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be

Experience:

Two (2) years increasingly responsible public agency, ferry or other transportation program experience

Education:

Equivalent to a bachelor's degree from an accredited college or university in business administration, economics, public administration, transportation, planning, engineering or a related field.

License(s) and Certificate(s):

Possession of a valid California Driver's License and a satisfactory driving record.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Employees work in an office environment with moderate noise level, controlled temperature conditions and no direct exposure to hazardous physical substances. When in a field environment, employees are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact

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with upset staff and/or public and private representatives in interpreting and enforcing WETA policies and procedures.

Must possess mobility to work in a standard office setting and use standard office equipment including a computer; to operate a motor vehicle and visit various WETA sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves some walking in operational areas. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Positions in this classification bend, stoop, kneel, reach, and climb to perform work. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds, or heavier weights with the use of proper equipment and assistance from other staff.