

Transit Management of Denton County, Inc.

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**TMDC
JOB DESCRIPTION**

**Job Title: Operations Analyst
Department: Administration
Reports to: General Manager
Status: Full-Time, Non-Exempt**

JOB SUMMARY

Responsible for compiling and analyzing operational data. Creates and analyzes daily, weekly, monthly, quarterly, annual, and special reports. Ensures operational data is being collected, recorded, and reported accurately. Ensures reporting to various agencies is accurate and completed in a timely manner.

QUALIFICATIONS & EXPERIENCE

Bachelor's Degree or equivalent work experience, with a minimum of two (2) years professional work experience. Knowledge of transportation industry desired.

KNOWLEDGE, SKILLS & ABILITIES

1. Ability to work with numbers
2. Reporting ridership, operational hours/miles across all services to federal and state agencies on a monthly and annual basis
3. Strong analytical skills with the ability to process information logically and problem solve
4. Proficient in using analytical tools and instruments
5. Extremely proficient in the use of Microsoft Excel (among other Microsoft applications); knowledge of adhoc reporting; advanced knowledge of pivot tables, formulas, etc
6. Ability to enter and manipulate spreadsheet data
7. Good knowledge of computer hardware and software and ability to learn and adapt to new software programs implemented by DCTA
8. Proven administrative and multi-tasking skills
9. Ability to spot trends early, analyze complex situations quickly, and track relationships between issues
10. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
11. Understanding of the organization and operation of TMDC/DCTA
12. Ability to reach and interpret documents such as regulations, policies, and procedures
13. Strong interpersonal and communication skills (oral and written) across organizational levels and demographics
14. Ability to understand and follow oral and written instructions
15. Ability to preserve confidentiality of sensitive material routinely encountered as part of work assignments

16. Ability to establish and maintain effective working relationships with all levels of TMDC/DCTA employees, from operators to senior management, and the general public
17. Highly organized, deadline oriented, and possess high attention to detail.
18. Ability to efficiently and effectively manage and prioritize multiple tasks and/or deadlines simultaneously

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Data collection and analysis of quantitative and qualitative data
2. Coordination of work activities with operational staff for field and electronic data collection
3. Monitors and evaluates data collection activities
4. Verifies integrity of data collected and ensures high quality and accuracy of data collected and reported
5. Works closely with colleagues to identify data collection issues and implement process improvements to ensure data quality
6. Provides analytical support to all levels of management across operational/functional areas, including reporting and problem solving
7. Processes data and prepares daily, weekly, monthly, annual, year-to-date, ad hoc, and other reports as requested
8. Analyzes data using various statistical methods, trying to identify patterns and/or trends in data
9. Completes reports and other required paperwork in an accurate and timely manner
10. Complies with all company policies and procedures; maintains compliance with State and Federal rules and regulations
11. Performs as a team member in support of company goals and objectives
12. Builds and maintains positive working relationships with TMDC/DCTA employees and the public using principles of good customer service
13. Other job-related duties as assigned

CONSEQUENCE OF ERRORS

Errors in social and interpersonal skills could result in low employee morale, loss of employees, monetary loss to the company; monetary penalties could be imposed if personnel documentation is inappropriately reported; payroll errors could result in erroneous financial reports and incorrect employee deposits, taxes, etc.; noncompliance with laws or regulations could result in financial loss to the company and potential litigation.

EXPOSURE TO CONFIDENTIAL INFORMATION

Access to employee payroll and personnel data including salaries and benefits, management planning a competitive information; unauthorized released of information could result in employee dissatisfaction, loss of employee and customer confidence, financial loss to the company, damage to the company's reputation, criminal persecution, and/or potential litigation against the company.

EQUIPMENT AND JOB LOCATION

The employee will use equipment including, but not limited to, a personal computer, calculator, copier, fax machine, multi-line telephone system and other modern office equipment. This job is located in the TMDC Administration Building. All DCTA and TMDC buildings and vehicles are smoke-free.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit, and stand; talk or hear; to finger, handle, or feel objects, tools, or controls; reach with hands and arms; stoop, kneel, crouch, or crawl; and climb stairs. The employee must have the ability to operate a personal computer and express or exchange ideas by means of the spoken word. May be required to sit and/or stand for long periods of time. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. May be required to lift and/or move 10+ pounds and occasionally lift and/or move up to 25 pounds.

Physical activity includes, but is not limited to, sitting at a desk for long periods of time, occasionally run errands, lift light weight, reaching above the waist, reaching below the waist, and reaching waist to shoulder to reach inventory on shelves, repetitive motion and fingering when using computer keyboard, talking and hearing when dealing with employees and customers.

WORK ENVIRONMENT

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. The employees may be required to travel. Hands, body, and mind dexterity required.

SAFETY

Assist in the creation of a culture of safety and environmental protection by performing work safely in accordance with company safety and security procedures. Operates equipment safely and reports any unsafe work conditions or practices to supervisor.

EMPLOYEE STATEMENT OF AGREEMENT

The job description does not constitute an employment agreement between the employer and employee. The above statements describe the general nature and level of work being performed. They are not to be construed as an extensive list of all responsibilities, duties, and skills required of the position. Employees holding this position will be required to perform any other job-related duties requested by management.

By signing this job description, I agree that I am able to perform the Essential Duties and Responsibilities listed. At any point should I not be able to perform these duties, it is my responsibility to contact my immediate supervisor.

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____