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| JOB TITLE: | OPERATIONS TECHNICIAN | DIVISION: | BUS |
| REPORTS TO: | DIRECTOR OF DATA & PROJECT ADMINISTRATION | EEO CATEGORY: | 06 – CLERICAL |
| FLSA: | NON-EXEMPT | SAFETY-SENSITIVE: | NO |
| CLASSIFICATION: | NON-REPRESENTED | LOCATION: | SAN RAFAEL |

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under general supervision, using initiative and independent judgment within established guidelines, the Office Technician provides varied, responsible, complex, and confidential reports and data to the managerial staff in the Bus Division and performs related duties as assigned. The Office Technician will conduct and independently carry out a variety of assigned projects. This position requires the ability to exercise excellent interpersonal and organizational skills, and the individual must be flexible, able to assess and change priorities, work with varied staff, and effectively resolve situations within established guidelines which arise during the course of work. The ability to meet firm, time-driven deadlines is essential.

Essential Responsibilities

- Researches, compiles, and generates reports required for monitoring compliance with federal, state, and local regulations as well as internal reports for District use
- Monitors and tracks attrition, absenteeism, and availability of Bus Operators
- Updates Bus Operator Profile Records in Hastus
- Manages the annual vacation bidding and accrual deduction process for Bus Operators
- Produces and audits daily, weekly, and monthly fuel reports
- Generates and maintains performance-based and ad-hoc reports for internal and external use as required
- Produces invoices for MCTD and BART
- Interprets and follows M.O.U. contract language
- Provides administrative support to the Bus Division as needed
- May be assigned to a special project or other task not specifically listed in the above examples of duties consistent with the level of responsibility
- Knows and follows the safety and health rules and safe working practices applicable to his or her job
- Performs additional related duties as assigned
- Regular and reliable attendance and performance is required



Required Knowledge, Skills and Abilities

Working knowledge of:

- District policies and applicable Memorandum of Agreement (MOU)
- Statistical data gathering and record keeping methods and techniques

Ability to:

- Work in a highly confidential environment and use strong problem solving skills
- Work with database management systems
- Establish and maintain cooperative and effective working relationships
- Use initiative and apply independent judgment within established guidelines; propose new guidelines or procedures where appropriate
- Maintain a high level of accuracy and attention to detail despite deadlines and frequent changes in work products
- Meet on-going deadlines and successfully manage multiple projects and assignments
- Handle exceptions to normal procedures and recommend solutions
- Use tact, discretion, and professionalism in establishing and maintaining effective working relationships with individuals at all levels of organization
- Organize and analyze information; develop logical conclusions and recommend solutions to problems
- Interpret and follow M.O.U. contract language



Minimum Qualifications

Education and/or Experience:

- Minimum of four (4) years of full-time position related complex, technical and confidential administrative experience, including two (2) years recent experience in which the primary responsibilities included working with technical and/or statistical data.
- Bachelor's degree in Business Administration or related degree. Position related experience may be substituted on a year per year basis in lieu of a degree. Applicants who do not possess a degree should attach a statement supporting qualifying experience which must be submitted at the time of application.
- Must be able to demonstrate proficiency using word processing and spreadsheet functions such as Microsoft Word, Excel, database, or other equivalent computer software programs.
- HASTUS familiarity and/or experience is highly desirable.

Required Licenses:

- Must possess and maintain a current, valid California driver's license and satisfactory driving record.
May operate District vehicles

Physical Requirements: May require extensive periods performing work on a computer. May lift up to 20 pounds (to box and lift files for storage). Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Routine use of computer, telephone and other office equipment. Ability to travel to District facilities or to Bay Area locations to communicate to various groups. May conduct field inspections of facilities.