

Job Description



Position: Operations Analyst
Department: Rail Operations
Reports To: Vice President for Rail Operations

Job Summary

The function of this position is to participate in the development and tracking of key performance indicators, financial performance and trend analysis covering a wide variety of functional areas (transportation, light rail vehicle maintenance and systems maintenance) for the light rail operations department. Assignments are comprehensive and complex and entail interactions between major organizational elements. Duties are conducted as a basis for enhancing procedures, processes, and development of work measurements to enhances methods, product improvement, work standards, efficiency and/or the decision making process in administration of Hampton Roads Transit Light Rail Operations Department.

Assignments are generally in the form of broad outlines of desired results and objectives, outlining the project, and providing general guidance. Wide latitude and considerable flexibility is allowed in developing procedures and in conducting various assignments. The duties of this job require the exercise of experienced judgment in carrying assignments through to completion, and involving substantial contact with internal as well as external customers, city officials an the behalf of the Vice President of Light Rail Operations for Hampton Roads Transit.

Essential Job Functions:

- The ability to identifies work elements in detail and develop work standards, and work method improvements;
- Track and project financial performance of the department including labor, material and services.
- Develop procedures, forms, and work measurements to effect methods improvement, work simplification,
- Develop methods to determine performance within the department and identify trends;
- Develops project plans to achieve established objectives and time schedules;
- Serves as the primary day-today liaison with HRT's finance, IT, planning and administration departments;
- Writes and/or edits manuals for uniform use of new or revised procedures and policies;
- Serves as the day to day office manager coordinating vital functions and activities required to keep the department operating smoothly;
- Organizes, authors, and presents oral and written research reports to and for the Vice President of Light Rail Operations.
- Supervises and organizes the department's files consistent with Hampton Roads Transit Records Management Policy and Procedures.
- Gathers pertinent fads by researching techniques, methods, and procedures in order to make a thorough analysis from sources internal and external to the organization;
- Collect, organize arid analyze data used in the review of operations and plans of mass transit agencies to determine the caliber of service and the need for optimal operation. Studies information and selects plan from competitive proposals that affords maximum probability of profit or effectiveness in relation to cost or risk.
- Manage records created and received in compliance with the Hampton Roads Transit Records Management Policy and Procedures.
- Responsible for coordinating the records management effort within the department.
- Responsible for maintaining a general awareness of HRT's EMS
- Responsible for handling all related job responsibilities in accordance to HRT's Environmental Policy, relevant EMS Standard Operating Procedures, and Emergency Management Plan

Required Knowledge, Abilities and Skills essential to Job Functions:

- Excellent organizational skills with an acute attention to details.
- Understand and carry out oral and written instruction provided in the English language.
- Conduct studies and research with minimal supervision.
- Complete assignments with independent thought and action within the scope of specific assignments.
- Work cooperatively with other HRT employees, outside agencies, and the public.
- Communicate orally with customers, co-workers, and the public in face-to-face one-on-one settings, in group settings, or using a telephone.
- The ability to work in a bus/rail, transportation and maintenance environment.
- This position will require the individual to work closely with the Vice President of Light Rail Operations, interact assist and coordinate his activities, responsibilities to enhance his overall performance of other essential and functions depending upon work location, or assignment.
- This position may require the use of HRT vehicles on HRT business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record.

Required Software Knowledge and Skills essential to Job Functions:

Proficiency in using computer systems and the listed software applications associated with performance of assigned work is essential. Basic problem solving skills associated with software applications used is expected. Software usage relevant to job duties will be evaluated.

Software applications:

Email, Internet, Microsoft Office Suite, SPEAR, Hastus, PeopleSoft Finance and Document Control

Qualifications:

Training and/or Education:

Bachelor's degree in Finance, Business Management, Administration or related field; Other combinations of experience and education that meet the minimum requirements may be substituted.

Required Experience:

5 - 8 years of experience working in a transit agency public/private administration; 3-5 years of financial and administrative experience is required.

Licenses or Certificates:

VA Driver's License

Special Requirements:

None

FLSA Status:

Exempt

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. Work requires high-speed operation of keyboard devices.

Unusual Demands:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work involves meeting multiple demands on a timely basis.

This job description summarizes the essential duties required for this position but in no way is inclusive of all duties. Other related duties may be assigned as needed by department head or supervisor. All changes must be requested through the Organizational Development or Human Resource Department.