

Springfield Area Transit Job Description

Job Title: Data Systems Associate
Department: Administration
Reports To: Director of Finance
Work Hours: Monday-Friday, 8:00 a.m. – 4:00 p.m.
Union Status: Non-Bargaining Unit
F.S.L.A. Status: Full-time, Non-Exempt level

Position Summary: This position serves a critical role in analyzing and creating effective and efficient bus service and related information. It also serves as a primary resource for users of information technologies supporting SATCo and VATCo fixed-route operations; assists with keeping all data in a current and useful configuration and trains users to access and use a variety of data efficiently; provides ongoing user training including identifying training needs, assists with creating documents and manuals for all operations data systems and providing related training. This position improves utilization, effectiveness, efficiency, reporting, and management of systems and processes related a variety of systems, including but not limited to Avail, Hastus, Genfare, Siemens mobile fare payment, and Trapeze EAM.

Essential Duties and Responsibilities: Include the following. Other duties may be assigned.

Assists with scheduling of bus service including cutting runs, implementing all necessary service changes as authorized by PVRTA, conducts ongoing analyses of schedule and ridership data for possible improvement in rider information, cost and/or service improvements; makes recommendations for change where appropriate and understands how to revise schedules when necessary to increase overall efficiency or to enhance rider or operator satisfaction. This position conducts ongoing efforts to model bus service in a manner that is most helpful to rider and operator information.

Maintains and improves on board announcements for routes and major stops.

Assists Operations with tasks related to the operators' work bids as needed.

Assists with tracking employee information in Hastus. Trains staff on how to track accidents, FMLA, and attendance; including how to access and customize related reports based on their needs.

Assists with data reporting and projections. Runs and validates reports as needed which are essential to the operations, including but not limited to farebox and APC ridership, Miles and Hours projections for budgeting and cost analysis, rolling stock inventory, and parts inventory.

Assists with upgrading of operations information technologies. Conducts testing and analysis of new features, processes, or other enhancements to existing or new software solutions. Trains users and provides ongoing support to users as they become familiar with the technologies; provides retraining and creates and maintains user documentation as needed.

Conducts Data Management and Standard Reporting: Develops an understanding of all operations data gathered by fare boxes, AVL systems (Avail), Hastus, Trapeze EAM, and other technologies,

including how data is stored and maintained; produces customized reports or exports such as miles and hours, ridership, PVRTA Bus Stops and shelters as needed; and trains all users to access reporting tools and to use and input the data correctly.

Performs general statistical analysis and reporting: Performs high level analysis of quantitative and qualitative data as needed; provides analytical reports, including but not limited to efficiency reports, performance measures, and service analysis reports; conducts frequent and sometimes extensive statistical analysis of department operations using a variety of data sources; coordinates data needs among internal/external constituents to ensure performance measures are identified, communicated, and achieved; creates professional narrative and statistical reports, correspondence, and supporting documentation; and presents findings to appropriate constituents.

Performs other duties as assigned.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Position requires a bachelor's degree from an accredited college in a directly related field, or equivalent directly related undergraduate degree and experience; experience working in a similar position preferred. Progressively responsible experience in transit operations with a focus on fixed-route; ability to carry out all responsibilities with a high level of professionalism; must be able to effectively communicate with internal and external customers; ability to work productively with minimum direct supervision; must perform work with a high degree of accuracy; ability to pay strict attention to detail, and meet tight deadlines; the ability to prioritize workload; ability to coordinate; excellent command of the English language with strong writing and verbal communications skills; intermediate to high level math and statistics skills and ability to accurately work with numerical/statistical information; must have a strong work ethic with a high degree of self-motivation, and the ability to act on behalf of others when requested; ability to make decisions requiring independent judgment. Must be able to receive task assignments, prioritize work, and carry out assignments in a satisfactory manner within the required time frames.

Required Competencies: This position requires the following competencies: *Strong Analytical Skills:* must be able to gather, organize, summarize, and interpret data and draw reasonable conclusions based on findings; able to make recommendations based on conducting own statistical analysis; must be able to present higher level statistical information in a manner easily understood by internal/external constituents; *Strong interpersonal skills:* must be an effective communicator and able to maintain confidentiality, *Oral communication skills:* must be a good listener and seek clarification when needed and able to respond appropriately to questions; *Written Communication Skills:* must have excellent writing skills, including report writing, professional correspondence, statistical writing, and business writing; able to write clearly and informatively; edit own work for spelling and grammar; read and interpret written information; must be able to write effectively for the intended audience/reader. *Judgment:* must be able to make own decisions and take responsibility for own actions; shows sound and accurate judgment and make timely decisions.

Motivation: prioritize and plan work activities; use time efficiently; set goals and objectives, *Teamwork:* must be an outstanding team player and be able to balance team and individual responsibilities, *Professionalism:* approach others in a tactful manner; react well under pressure; treat others with respect; accept responsibility for own actions, follow through with commitments,

Quality: demonstrate accuracy and thoroughness; monitor own work to ensure quality, *Quantity:* meet productivity standards; complete work in a timely manner; strive to increase productivity, *Adaptability:* adapt to changes in the work environment; manage competing demands; change approach or method to best fit the situation; deal with frequent change, delays, or unexpected events, *Attendance/Punctuality:* must be consistently at work on time; ensure work responsibilities are covered when absent, *Dependability:* follow instructions; respond to management directions; take responsibility for own actions, keep commitments; complete tasks on time or notify appropriate person of alternate plan, *Initiative:* volunteer readily; undertake self-development activities; seek increased responsibility; take independent actions; request help when needed.

Computer Skills: Must have excellent working knowledge of Avail, Hastus, Genfare, Trapeze EAM, and ability to adapt to new technologies and software applications, Microsoft Word, PowerPoint and Excel, statistical software, and department specific software and reporting; must be adept at using a variety of charts, graphs, and other tools for presenting data.

Directly reports to and supervision received from: Lead Data Systems Manager

Department Head: Director of Finance

Supervisory Responsibilities: None.

Supervised by: Director of Finance

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 sit, talk, and/or hear. The employee is occasionally required to stand, walk, use hands to finger, handle, or feel and reach with hands and arms. Extensive use of computer and keyboard and viewing of computer screen is required. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include vision, color vision, and ability to adjust focus.

Work Environment: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. The work environment is typical of an office environment. The noise level is usually quiet. The stress level is usually low to occasionally moderate.