



## **EMPLOYMENT OPPORTUNITY**

### **SENIOR MANAGEMENT ANALYST – TOLL PROGRAM**

**Salary Range: \$7,814-\$10,549 per month**  
**(Effective 7/4/19)**

**Application Deadline: Friday, May 31, 2019 at 4:00 P.M.**

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The Riverside County Transportation Commission (RCTC/Commission), established through California State law, oversees funding and coordination of all public transportation services within Riverside County. The Commission's responsibilities have grown in the 41 years since its inception from coordinating highway and transit planning and identifying projects for state and federal funding to responsibility for all aspects of region-wide planning for Riverside County's mobility and operating toll facilities. RCTC is a small agency with a staffing component of 51 full time positions that support a governing board of 33 elected officials and one governor's appointee throughout Riverside County.

#### **GENERAL DESCRIPTION:**

Under general supervision, this position provides support to the Toll Program through complex quantitative and qualitative analysis in all aspects of toll operations including management and oversight of toll operator contractors, accounting functions, customer interaction and problem resolution, analysis of revenue processing, transaction processing and business processing, establishment of policies and procedures, input into toll system development, testing and monitoring of systems, contract management, analysis of cost and revenue optimization, procurement activities and related work as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

This position receives general supervision from the Toll Operations Manager. This position may exercise functional or lead supervision over assigned staff.

#### **QUALIFICATIONS**

##### **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:*

Equivalent to a Bachelor's degree in business, accounting, computer science, economics, or a closely related field and a minimum of five (5) years of professional experience involving complex principles and practices of systems, operations or project development and knowledge of complex analytical principles.

#### **LICENSES AND CERTIFICATIONS:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

#### **CLASS CHARACTERISTICS**

This is the advanced journey-level class in the Management Analyst series. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility in a dynamic and rewarding work environment. This class is distinguished from the Toll Operations Manager in that the latter has full management and supervisory authority in directing the full scope of operations within the division.

#### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provide input into contractor provided transaction and revenue processing systems and customer service systems.
- Provide input into contractor standard operating procedures and review contractor work for compliance with such procedures.
- Create procedures for reviewing, analyzing and auditing contractors work and system output.
- Review contractor provided performance measures for accuracy and compliance.
- Participate in testing of contractor provided systems.
- Prepare toll operations reporting of transactions, revenue, and operational statistics as required
- Analyze express lanes transaction and revenue data.
- Present improvements to Commission and contractor processes based on customer impact, cost savings, revenue generation, and accuracy improvement.
- Receive and resolve escalated customer matters.
- Conduct research of industry-specific and cross-industry best practices including conducting benchmarking of peer tolling agencies. Utilize best practice and benchmarking to recommend opportunities to improve toll program functions.
- Prepare and monitor project budgets.
- Administer contracts including review of consultant, advisor, vendor, or contractor work for compliance with contract terms, performance levels, initiation of change orders and review of payment requests.
- Evaluate legislation and policy initiatives to determine the potential impact on the toll program.
- Conduct analysis of matters related to business process reviews, cost effectiveness, and impact assessment of potential or existing changes in business practices.
- Perform financial planning and analysis including developing cost and revenue projections, economic modeling, budget development and analysis.
- Perform analysis of system processes to validate the successful completion of transaction processing.
- Develop performance management tools to evaluate the efficiency and effectiveness of the toll program's strategic initiatives.

- Communicate and interact with external stakeholders and business contacts including constituents, customers, contractors, vendors, and other regional toll and public agencies.
- Assist with the preparation of Requests for Proposals (RFP), calls for projects, budget and/or funding analysis, program updates, and preparation and presentation of board agenda items.
- Develop and submit reports to the Board and internal and external committees, including requesting or recommending funding approval and programming of funds.
- Attend, facilitate, and/or lead recurring and periodic meetings within and outside the agency including participating in toll industry events, conferences, and meetings.
- Respond to inquiries from customers, the general public, local, state, and federal government agencies, and other toll agencies throughout the country.
- Develop techniques and carry out procedures to audit accuracy of toll transaction processing and revenue collection.
- Manage and analyze large data volumes.
- Perform analysis of operational issues and recommend system, procedure and policy improvements.
- Performs other duties and special projects as assigned or required.

**Knowledge of:**

- Accounting principles, procedures, and systems.
- Analysis using qualitative and quantitative data.
- Audit and compliance techniques and procedures.
- Advanced project and/or program management, analytical processes, and report preparation techniques.
- Advanced organizational and operational practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Budgetary practices.
- Transactional and revenue process flow.
- Best practice research and evaluation techniques.
- Performance management including the development and analysis of performance measures.
- Contract procurement processes and administration.
- Contract management.
- Database management principles and data mining techniques.
- System processes.
- Techniques for effectively representing RCTC in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and RCTC staff.
- Financial and operational reporting.
- Research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.

**Ability to:**

- Provide oversight to contractor's accounting and customer service departments.
- Perform independent quality audits and review and analyze contractor provided quality audits.
- Review and provide feedback on contractor provided standard operating procedures and plans.

- Review and comment on system design documentation.
- Participate in toll system testing and deployment.
- Make recommendations for system improvements.
- Analyze effectiveness of Commission policies and procedures and make recommendations for improvements.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Perform difficult and complex research on a wide variety of topics including best practices in tolling, system processes, legislative background, customer service initiatives, accounting principles, and service providers.
- Perform complex data analysis and data mining.
- Procure, manage and administer contracts.
- Perform and report on system and transaction audits.
- Apply Commission policies to escalated customer service issues.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Perform detailed analysis on data generated by the toll systems.
- Provide input for the Toll Program standard operating procedures.
- Research, analyze, and evaluate new service delivery and improvements in operations, methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Effectively represent the department and RCTC in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- 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; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Effectively converse with Commission staff outside of the Toll Program.

**PHYSICAL & ENVIRONMENTAL ELEMENTS:**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various RCTC job sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

This is primarily a sedentary classification and the employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. However, there will be routine project job sites and fieldwork where environmental elements are not always controlled such as temperature and noise. The employee interfaces with staff, management, other departmental representatives, transportation and government officials, business representatives, and the general public in explaining RCTC policies and requesting and providing information.

**Summary of  
Benefits Available**

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CalPERS Retirement System	Short and Long-Term Disability
<i>Classic: 2.7% @ 55 / PEPR: 2% @ 62</i>	9/80 Work Schedule
Up to \$750/month towards Medical Plans	Vacation
Dental & Vision fully paid by RCTC	Sick Leave
401(a) Money Purchase Plan	12 Holidays/Year
457 Deferred Compensation	Transportation Assistance Programs
\$100,000 Group Life Insurance	Tuition Reimbursement Program

**An RCTC employment application and resume must be  
submitted for consideration.**

**For more information, please visit [www.rctc.org](http://www.rctc.org)**

**4/2019**