



## NEW EMPLOYMENT OPPORTUNITY

# SENIOR MANAGEMENT ANALYST- TOLL PROGRAM

**Salary Range: \$7,814 - \$10,549 per month**

**Applications Accepted: 1/27/20-2/21/20**

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New professional transportation career opportunity in a challenging yet exciting work environment! 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 50 + full time positions that support a governing board of 33 elected officials and one governor's appointee throughout Riverside County.

### **General Description:**

This is the advanced journey-level class in the Management Analyst series. Incumbents serve as subject matter experts in assigned functional areas and perform complex research and analysis to support RCTC projects and programs, including fund administration, budget analysis, and program evaluation. Incumbents support the work of management staff by providing a professional-level resource for program, project, budgetary, fund, and operational analyses and studies. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. 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.

### **Qualifications:**

#### **Required**

Equivalent to a Bachelor's degree in business, computer science, public administration, transportation planning, 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.

## **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.*

- Conduct analysis of matters related to toll program planning, project development, implementation, administration and operations including business process reviews, cost effectiveness, and impact assessment of potential or existing changes in business practices.
- Perform financial planning and analysis of the toll program including developing cost and revenue projections, economic modeling, budget development and analysis, requirements for federal state and local funding.
- 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, business plans and action steps including the development of Key Performance Indicators (KPI's) and other performance measures, and the development of a program-wide scorecard. Developing action plans to address performance issues.
- Conduct research of best practices 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.
- Evaluate legislation and policy initiatives to determine the potential impact on the toll program.
- 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; receives and files reports as needed.
- Provides on-going support for project development activities of both planned facilities and future facilities as required.
- Attends, facilitates, and leads recurring and periodic meetings within and outside the agency including participating in toll industry events, conferences and meetings.
- Maintain frequent contact with partner agencies to determine their respective needs and requirements and serve as a technical resource when necessary.
- Responds to inquiries from customers, the general public, local, state, and federal government agencies, and other toll agencies throughout the country.
- 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.
- Develop techniques and carry out procedures to audit accuracy of toll transaction processing, revenue collection and contractor processes.
- Management and analysis of large data volumes through the use of various business intelligence applications.
- Develop and maintain reports and respond to data requests in a timely and accurate manner.
- Perform analysis of operational issues and recommend system, procedure and policy improvements.
- Develop written toll policies and procedures for the work performed within the Toll Program.
- Support the 24-hour, seven-day-a-week toll operation including responding to incidents, emergencies, system issues and system deployments.
- Participate in the development and implementation of new toll systems and changes to existing systems.
- Process accounts payable invoices and monitoring of available budget.
- Performs other duties and special projects as assigned or required.

### **Knowledge of:**

- Finance and financial analysis including the principles and practices of sound financial management, budgeting, financial modeling, financial planning, revenue projection and cost analysis.
- 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.
- Best practice research and evaluation techniques.
- Performance management including the development and analysis of KPIs and other performance measures.
- Contract procurement processes and administration. Contract management and oversight.
- System implementation and configuration management principles.
- Database management principles, data mining techniques using various business intelligence applications.
- System processes including flow of transactions, external interfaces, credit card processing, payment processing, and application of business rules.
- Research and reporting methods, techniques, and procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to the tolling industry.
- 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.
- 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.
- Creation and maintenance of standard operating procedures.
- Budget creation and management.
- Accounts payable processes.

**Ability to:**

- Perform programmatic administrative, budgeting, and fiscal reporting activities.
- Plan and conduct effective research studies applying appropriate and effective methodology.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Perform difficult and complex research on a wide variety of administrative topics including planning and program requirements, funding, budget proposals, and operational alternatives.
- Perform complex data analysis and data mining.
- Procure and administer contracts.
- Perform system and transaction audits.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- 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.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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

**An RCTC employment application and supplemental questionnaire must be submitted for consideration by the application deadline.**  
**For more information, please visit [www.rctc.org](http://www.rctc.org)**

01/2020



## Senior Management Analyst Toll Program- Supplemental Questionnaire

Resumes and applications provide us with useful information, but it is also helpful to provide candidates with an opportunity to provide additional information on their experience, interests, skills etc. Please answer each of the questions below to the best of your ability and submit with your application. Thank you for your interest in joining the Riverside County Transportation Commission team of dedicated employees!

1. Please describe your experience providing contractor oversight.
2. Detail your experience in providing customer service, specifically escalation of serious customer concerns?
3. Describe your experience working with large amounts of data and please provide any data management tools/systems in which you are proficient?
4. Describe your experience providing oversight for the development and implementation of a system?