



Job Title: Transit Traffic Analyst (12 Month Contract)
Department: Executive
Reports To: Executive Director/CEO or Planning & Development Specialist/Manager
FLSA Status: Non-Exempt
Pay Grade: 0 or 1
Hiring Salary Range: \$27,348 (\$14.02/hr.)

DEFINITION:

Under direction from the Executive Director/CEO or Planning & Development Specialist or Planning and Development Manager, performs a variety of passenger, vehicle and pedestrian checks and surveys; computes and summarizes findings; follows established methods and procedures in making a variety of transit and related traffic checks; and performs related duties as required. Work requires independent and professional judgment. This position is temporary and is expected to end after successfully implementing and developing performance metrics for automated passenger counters (APCs).

DISTINGUISHING CHARACTERISTICS:

The incumbent will be tasked with performing a variety of survey functions and analyzing data with a high level of independence and initiative. The incumbent may be expected to cross-train in other operational areas and may be called upon to provide support and assistance to address issues and concerns outside areas of assignment. He/she must have strong multitasking and decision-making abilities. Good interpersonal and communication skills are also critical for a successful career in the position.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Performs passenger checks, running time and terminal checks.
- Boards vehicles to determine running time between terminals, exact time at each stop and ratio of standing to moving time, exact time at all time points, speed of vehicle, and number of passengers.
- Assists Planning and Development and Administration & Operations staff to investigate complaints from patrons; distributes notices to the public covering changes of service or new types of service.
- Tabulates figures from traffic checks.
- Develop professional presentations upon request by Executive Director/CEO or Planning and Development Specialist or Planning & Development Manager

- Assist in maintain service quality by performing QA checks and monitoring reports received from by not limited to contractor.
- Responds to inquiries from general public.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS:

- Knowledge of types of equipment available to transit systems.
- Ability to complete simple arithmetical computations accurately.
- Ability to write figures legibly, sometimes in small spaces; input and transmit data accurately using a hand- held computer.
- Ability to communicate information in a manner that is clear, concise and effective.
- Ability to establish and maintain courteous and effective communications with others.
- Ability to read maps and to locate destinations.
- Familiarity with office procedures.
- Use of Microsoft processing, spreadsheets, records management systems (i.e. Microsoft Word, Excel and Visio)
- Current applicable computer software (MS Office 365)
- The diverse language needs of The COMET's customer base
- Principles and practices of secure cash and revenue handling procedures
- Ethical: maintains a high level of personal integrity and professional confidentiality of sensitive information

MINIMUM QUALIFICATIONS:

An equivalent combination of education, experience, and training that demonstrates knowledge, skills, and ability to analyze data necessary to effectively perform the duties and functions of this position.

Preferred: Recent graduate of an Associate degree or higher in business administration, urban planning, transportation planning, public administration, or related field from an accredited college or university. Service-related field with related course work may be substituted for the required experience.

OR

At minimum, high school diploma + one year of verifiable experience in transportation as a data entry specialist, customer service representative or other transportation related services.

NOTE: Familiarity with public organization, transit or transportation system activities and functions is highly desirable.

LICENSES AND CERTIFICATES:

A valid Class C driver license and safe driving record is required at the time of application and at the time of appointment and must be maintained throughout employment.

SPECIAL REQUIREMENTS:

- May be required to work extended hours as needed, often outside regular business hours as required by the Executive Director/CEO and the demands of the job.
- Must participate in professional development activities.
- Requires significant travel throughout Richland and Lexington Counties.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking, overhead reaching and lifting up to 20 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts collaboratively with others encountered in the course of work.

Language Skills

Ability to read and comprehend instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information one-on-one and small group situations to customers, clients and other employees of the organization. English required, bilingual a plus.

Reasoning Ability

Able to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving several variables in standardized situations. Strong analytical skills are a must.

Computer Skills

Experience with word processing, spreadsheets, Internet software, email and/or database software preferred. Microsoft Office skills are required.

Work Environment

The employee works either in an office environment where the noise level is usually quiet. Will require availability to work a flexible schedule, including evenings and weekends. Primary working hours based off a 40 hour work week, excluding 7 holidays and one (1) floating holiday. The

employee may start as early as 3 a.m. and end as late as 12 midnight, seven days a week. Travel is minimal to conferences within and out of state. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Safety Statement

This is not a safety sensitive position and is not subject to Drug and Alcohol Testing as required by the Federal Transit Administration.

OTHER CONDITIONS OF EMPLOYMENT:

Must pass requisite reference, background check and drug test.

*Adopted: January 2021

*Job Family: Technical-Planning