



CONNECTING SERVICES COORDINATOR

STATUS: Non-Exempt

SALARY: \$53,000 - \$78,000 per year
(\$25.48 – \$37.50 per hour)

SUMMARY

Under the general direction of the Senior Planner and responsible to the Manager of Regional Initiatives, the Connecting Services Coordinator will plan, organize and be responsible for the day-to-day operation of the San Joaquins Intercity Bus service for the San Joaquin Joint Powers Authority (SJJPA), Altamont Corridor Express (ACE) shuttle/bus program, and oversight of various other connecting services.

REPRESENTATIVE DUTIES

This list is intended to indicate the general nature and level of work performed by employees within this classification and is not designed to be interpreted as an exhaustive listing of all tasks required of employees assigned to this job.

REPRESENTATIVE DUTIES IN ALL ASSIGNMENTS:

1. Create, plan, organize, manage and oversee the daily operations of San Joaquins and ACE shuttle/bus routes, and coordinate with other connecting services.
2. Coordinate with Federal, State, and local agencies, including other Joint Powers Authorities, and private operators.
3. Participate in the development of short and long-range planning for the of connecting services.
4. Oversee and participate in the development and administration of connecting services budget and initiate requests for funding.
5. Monitor and manage all expenses related to the San Joaquin and ACE shuttle/bus routes.
6. Maintain multi-project budgets and review cost estimates; prepare various reports including but not limited to monthly and annual financial management reports; perform analysis, and prepare presentations as requested.
7. Assist in the development of Requests For Proposals (RFPs), scopes of works, solicitation, and contracts relating to connecting services.
8. Monitor contractor compliance with all terms and conditions related to service contracts.



9. Respond to requests for information or materials from passengers related to connecting services.
10. Respond to passenger complaints and track responses consistent with protocol.
11. May act as a liaison and assist with operational disruptions as requested.
12. Assist other departments as requested.
13. Perform other duties as assigned or required.

QUALIFICATION GUIDE

Knowledge of:

- General principles and practices of public transit and rail operations.
- General rules and compliance with federal rules related to over-the-road buses.
- Proof of payment systems for transit (eTickets)
- Familiarity with Inter City and Commuter train operations.
- Familiarity with general office equipment, computers and computer programs. (e.g. Microsoft Excel, Word, PowerPoint, WordPerfect, database programs etc.)

Ability to:

- Communicate clearly and effectively, both orally and in writing.
- Deal with the public in a courteous, ethical and professional manner.
- Establish and maintain cooperative working relationships.
- Analyze bus passenger loads and adjust bus schedules accordingly.
- Make difficult decisions regarding operational and passenger situations, under stressful conditions.
- Prepare thorough and precise reports.

EDUCATION AND EXPERIENCE

Minimum: Bachelor's degree with a major in planning, transportation, or related field and at least five (5) years of increasingly responsible relevant experience in a similar position. Two (2) years of relevant experience can include an advanced degree such as a master's degree.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job.)

Positions in this class typically require:

- Work may be performed in a stressful, fast-paced office environment, depending upon assignment.
- Ability to understand verbal communication and to respond effectively.
- Reaching, grasping, feeling, talking, hearing, seeing, frequent lifting of 5-30 pounds and occasionally 30-70 pounds, and repetitive motions.
- Standing and/or sitting for long periods of time.
- May be exposed to dust and/or various outdoor environmental conditions.

Positions in this class may also include these factors:

- Hazardous physical conditions.
- Intense noise.
- Travel.

OTHER REQUIREMENTS

- Must possess and maintain a valid State of California Class C Driver's License.
- Frequent driving within the ACE and San Joaquin Corridors.
- May occasionally be scheduled to work weekends and/or evenings.

San Joaquin Regional Rail Commission (SJRRRC) has a strong commitment to the community we serve and our employees. As an equal opportunity employer, we strive to have a workforce that reflects the community we serve. No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or other protected class.

SJRRRC is committed to providing reasonable accommodations to applicants and employees who need them because of a disability or to practice or observe their religion, absent undue hardship.