

ITEM 11 - C
September 6, 2018
PRTC Regular Meeting
Res. No. 18-_____

MOTION:

SECOND:

**RE: AUTHORIZATION TO CREATE SIX NEW POSITIONS TO FURTHER FACILITATE THE
ADVANCEMENT OF THE STRATEGIC AND VISION 2020 PLANS**

ACTION:

WHEREAS, the Potomac and Rappahannock Transportation Commission's ("PRTC" or the "Commission") adopted the Executive Director's Vision 2020: Post 100-Day Plan (Plan), at its October 5, 2017 meeting and endorsed the Strategic Plan Recommendations at its November 2, 2017 meeting; and

WHEREAS, the Executive Director's Plan identified technical and performance gaps within the organization; and

WHEREAS, efforts to advance the Strategic and Vision 2020 Plans are not currently being substantially met with existing Full-Time Employee duties; and

WHEREAS, as set forth in his September 6, 2018 memorandum concerning Proposed New Organizational Positions, the Executive Director recommends the Commission authorize the Executive Director to further advance the Strategic and Vision 2020 Plans by creating and filling the following positions, which will be embedded within existing departments; and

| <u>POSITION TITLE</u> | <u>GRADE</u> |
|--|--------------|
| Manager of Safety and Security | V |
| Project Manager: Data and Analysis | V |
| Human Resources Support Specialist | M |
| Senior Vanpool Program Associate | M |
| Graphic Design and Website | O |
| Development Specialist | |
| Technical Support, Transit Application | O |
| Specialist | |

WHEREAS, the funding for five of the new positions will come from a blend of existing internal staffing resources, as well as, funding from VanpoolVA grant resources. The final position will be funded by a portion of the restored revenues from the gas tax floor collections which began July 1, 2018; and

WHEREAS, the Executive Director shall follow the personnel policy and legal guidance in the filling of the new positions; and

NOW, THEREFORE, BE IT RESOLVED that the Potomac and Rappahannock Transportation Commission accepts the Executive Director's recommendations, as set forth in his September 6, 2018 memorandum concerning Proposed New Organizational Positions, and hereby authorizes the Executive Director to create and fill the aforementioned positions with qualified candidates; and

BE IT FURTHER RESOLVED that the Potomac and Rappahannock Transportation Commission does hereby amend the budget to fund the Graphic Design & Website Development Specialist position from a portion of the restored revenues from the gas tax floor collections which began July 1, 2018.

Votes:

Ayes:

Nays:

Abstain:

Absent from Vote:

Alternate Present Not Voting:

Absent from Meeting:



To: Board of Commissioners

From: Bob Schneider, Executive Director

A handwritten signature in black ink, appearing to read "Bob Schneider", is placed over the "From:" line.

Re: Proposed New Organizational Positions

Date: September 6, 2018

Issue Review: In effort to advance the Strategic Plan, Vision 2020 Plan, recommendation of the Critical Incident Review (aka, "Collins Report"), and Prince William County's EEO review, I am proposing the creation of multiple new positions embedded within existing departments. The need to move forward with these six specific positions is outlined below. In summary, OmniRide needs additional duties performed which are not substantially met with current Full Time Employee duties.

Per commission policy, the executive director is not authorized to create new positions, even if they are within budget and within existing personnel capacity. A board resolution is required to create the six new positions, which is attached. The creation of the six positions is not budget neutral; funding for five of the positions will come from a blend of existing internal staffing resources, as well as funding from VanpoolVA grant resources. The final position is funded by a portion of the restored revenues from the gas tax floor collections, which began July 1, 2018.

Additionally, I have provided brief overviews of minor job description and title changes. No commissioner action is required, but a summary is provided for transparency. These minor modifications reflect technology and organizational changes, several of which were identified in preparation for the employee evaluation process. There are no individual personnel implications, directly or indirectly.

New Positions: Each of the below proposed positions will be located within existing departments (see attached DRAFT organizational chart) and reporting to existing management personnel.

All recruitments will be posted internal-only first, as there are a number of existing employees that may have the skill and general interest in opportunity or advancement. As employees are selected for positions, existing positions or functions will be evaluated for replacement or potential modification to employee duties. Unfilled positions will be recruited externally, where fiscally appropriate. The detailed job descriptions for the proposed positions are attached.

1. **Manager of Safety and Security:** Responsible for comprehensive Safety & Security Planning, to include assessment and response planning to minimize risk to ensure effective emergency coordination. Includes multi-jurisdictional coordination with law enforcement and emergency management groups (at least 14 governmental jurisdictions and major federal installations) as well as facility security, contractor safety audits, and incident management.

Key factors necessitating this organizational change:

- For the past 3 years the majority of system-wide safety and security issues have been referred to the Project Manager for Quality Assurance. As transit services were drastically reduced by \$1.7M in 2015/2016, this resulted in enhanced functions for a position that was primarily dedicated to contractor oversight of all OmniRide services. As we expanded services in Western Prince William County and are poised to introduce additional services over the coming months, there will be an increased need for Quality Assurance, in addition to an overall system improvement. Some safety and security aspects remain subdivided among: 1) Director of Operations and Operations Planning (oversight and procedures, including coordinated emergency response); 2) Project Manager for Quality Assurance and Special Projects (radio services, security services contract, preparedness planning and coordination of bus operations standard operating procedures); 3) Manager of Information Technology (cameras, cyber security); 4) Manager of Facilities (building access and safety such as federal OSHA requirements), and 5) Human Resources (federal drug and alcohol compliance). This does not include First Transit's operational and training team nor staff required to administer the technical elements of federal compliance and performance issues. This position will absorb some of the divided duties while acting as a coordinator or oversight officer on others. OmniRide's response to safety and security issues are presently disjointed and ad hoc, depending on the issue or incident. This new position will remedy the lack of a dedicated Safety & Security Manager working on behalf of OmniRide as an entity to streamline and enhance passenger and employee safety and the security of our assets. This also permits other departments to focus on core duties—still acting with safety at the forefront.
- There have been a series of incidents that have exposed operational vulnerabilities. A third-party review of these incidents identified critical needs to enhance safety and security components. Examples include the lack of multi-jurisdictional agreements between law enforcement and the organization; proper and effective procedures for incident response; improved employee training; and pre/post-incident evaluation. There is an opportunity to close performance gaps in emergency preparedness planning (i.e., table-top exercises and simulations), coordination between departments (security contractor, camera systems, facility access), and audits (First Transit, other on-site contractors, employee responsiveness)
- In the last 90 days the Federal Transit Administration has been finalizing its final rules for federally mandated transit safety and security requirements. FTA has mandated the requirement of dedicated system safety and security plans with defined criteria of safety assurance, performance measurement/monitoring, and documentation to FTA. This requires a separate and dedicated **Chief Safety Officer**, which FTA has described as an adequately trained individual who has responsibility for safety and reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer. A Chief Safety Officer may not serve in other operational or maintenance capacities. This position will be located within the Executive Department with near-term dotted-line reporting to the Executive Director and ultimately direct reporting.
- The mandated plan must be *approved* by July 2020, along with the plans of more than 750 separate transit systems across the US. FTA has stated it will not grant waivers, as this is a statutory requirement. While FTA plans to provide templates, checklists, guidance, and technical assistance to transit agencies and states to assist with drafting and developing safety plans, it is critical to address as many internal issues *prior* to beginning the federal compliance portion, which will begin training possibly in late 2018 or early 2019. FTA has provided this notice to grantees in order to prepare for the staffing and statutory requirements in the law.

2. Project Manager: Data and Analysis: Responsible for comprehensive data collection, analysis, and reporting of key statistical data. This includes development of a performance measurement program, reporting of key performance indicators, and development of dashboards for operational and financial performance. This includes monthly, quarterly, and annual dashboards for Commissioners in addition to special research projects for existing or proposed service plans. Includes external required reporting for state and federal agencies.

Key factors necessitating this organizational change:

- At present, data is collected from multiple sources related to financial, contractual, and operational performance and reported at “summary levels”. There are a few surface metrics of total ridership, total accidents, etc., which is insufficient for analysis or decision-making. OmniRide (as a whole) lacks defined output or outcome measures for service levels with no system of regular analysis of routes.
- There are minimal established key performance indicators (KPIs) for service or the organization beyond a bonus measure, which is inadequate for regularized management of services. Organizational goals are often anecdotal or task based (i.e., build a certain number of shelters, update contract terms, complete a strategic plan, etc). The absence of a performance measurement system results in insufficient routine analysis and adjustments for effective operational, service, and financial decision-making.
- There are a series of new services poised for launch in Dec 2018/Jan 2019 and a potential comprehensive service redesign in April 2019 in Western Prince William, Manassas and Manassas Park. The service-based performance measurement system must be in place (with KPIs based on historic data and trend analysis) *before* the start of service, as this will provide data for investment in additional services and provide service-based information for service in Eastern Prince William County. There is also a wave of potential new services on I-66 with dedicated reporting requirements; these metrics also place OmniRide in the position to more aggressively compete for grant funds to reduce congestion across the region.
- This position will quickly close the information gaps between the existing pockets of data and the ability to develop and report on key performance indicators. This will establish pre/post-change data with performance tied to key questions of efficiency vs. effectiveness, consolidate data, and prepare analysis for the development of fiscal and service dashboards in manners similar to VRE. Specific outcomes will be KPI development and dashboard reporting development once data integrity (reliability and accuracy) are established.
- This position previously existed and was restructured during the 2014/2015 time period. A number of duties were ended or transferred to other departments. This is an essential unmet need of the organization.

3. Technical Support, Transit Applications Specialist: Responsible for comprehensive enhancement and utilization of transit-focused software. This includes computer-aided dispatching and automated vehicle location systems (CAD-AVL), passenger-facing software (real-time bus tracking), and training for employees on effective use of the software.

Key factors necessitating this organizational change:

- Transit planning, operations, and management staff at OmniRide (including First Transit) use a CAD/AVL (computer-aided dispatch/automated vehicle location) supplied by Trapeze. The software is used by (but not limited to) bus operators, dispatchers, schedulers, call takers, planners, and personnel managers. Most of the software troubleshooting issues are referred to a PRTC customer service agent, who works with the vendor as time allows between call taking and management of the local bus service manifest.
 - The CAD/AVL system has been in place since 2015; however, a position to handle the additional duties is needed with the additional system. Without the dedicated focus on proper training and use, the software was never fully implemented and the CAD/AVL system remained underutilized. During a critical incident review in Spring 2018 it was determined that the system should be enhanced, as it offers the resources and performance capabilities that might have avoided, or at least mitigated the outcomes of some prior safety and other operational events. The Critical Incident Report by Tim Collins outlined several key recommendations, among them was to invest in the operational tools and software to maximize the capabilities of the resources and improve the work product.
 - The system requires CONSTANT management, updating, training and refinement. If the system is not up-to-date and configured to meet our needs then we are not operating, managing, dispatching, or monitoring services with accurate or complete information. A position dedicated to coordinating the various CAD/AVL functions, users, equipment, and customized configurations to our extremely large and varied service area will make the system safer and operated at a higher standard. As the software updates several times per year, training on those changes remains inadequate on new software functionality and built-in enhancements. To fully utilize this system and to provide better and safer service to riders, this new position is recommended to provide the duties not currently being performed.
 - This position is different from existing Information Technology departmental roles in that it will be software and end-user focused and will not be duplicative of existing functions for hardware and networking, connectivity, or technical trouble-shooting.
4. Human Resources Support Specialist: Responsible for clerical support of human resource functions to include entry of electronic data and record-keeping, maintenance of employee files related to payroll, benefits, and all associated insurance; coordination of employee training and logistics, file audits, and direct support for the Director of Human Resources who is focused on policy, training, and VRE support.

Key factors necessitating this organizational change:

- The Director of HR will be providing strategic direction to ensure compliance with federal and state laws with the development of training for supervisors/managers with regard to Workers' Comp, Family Medical Leave Acts, Fair Labor Standards acts, Equal Employment opportunity, etc. for both PRTC and VRE employees with a presence at each location. VRE *currently* has a HR Manager and HR Specialist to assist with basic HR transactions such as onboarding paperwork, recruiting, benefits and coordinating of training and development for employees. The Director of HR does not have any transactional support at PRTC.
- The HR Support Specialist will provide support to the HR director, with focus on repetitive tasks such as the coordination of meetings, answering the phone, basic benefit administration, personnel file maintenance, generating reports, and similar tasks.

- Current areas of improvement, at both the transactional and policy levels include: maintaining EEO logs on applicants that are applying for positions or providing the necessary reports; providing FMLA paperwork (Rights & Responsibilities) to eligible employees and tracking leave; maintaining benefit and employment files when employees separate; maintaining consistent and on-time employee evaluations; providing compliance notices to employees (HIPAA, Medicare Part D, CHIP, etc.); and providing enhanced employee benefit education to new/current employees (health, VRS- Hybrid- Short Term Disability); or educating managers on Worker's Comp (panel of physicians), along with other areas of human resources.
- As the workforce and needs for PRTC have grown, the HR support has not grown. This new position is needed as the duties and needs for HR and PRTC are too much for the 1 position of the HR Director.

5. Senior Vanpool Program Associate: VDOT/DRPT fully-funded position responsible for responding to inquiries for assistance from vanpool operators, local employers, state and local officials, and regional ride-share, carpool, and vanpool programs. Reviews and monitors required data reporting from vanpool providers for federal compliance. Will participate in outreach and promotional activities and assist with implementation of VanpoolVA and the transportation management program (TMP) for the I-66 commuter traffic mitigation effort. After TMP funding expires, vanpool-based grant resources will fully fund the position.

Key factors necessitating this organizational change:

- The Vanpool Alliance program mission has expanded to now include administration of vanpool incentives for the I-66 Transportation Management Program, VanpoolVA new vanpool incentive, and the implementation and administration of a new flexible vanpool service.
- The program has experienced continued and consistent growth – in its first month the program served 207 active vanpools; currently the program serves 592 active vanpools. Current OmniRide staffing is at 2.0 positions. A study of the program that advised on vanpool feasibility estimated the staffing requirement for a program serving 520 vanpools at 3.1 FTE and 3.4 FTE for 600 vanpools. We are presently behind by one FTE for the program.
- The agency's Strategic Recommendations call for expanded efforts to promote and register vanpools. Additional staff will be required to expand promotional and marketing efforts.
- The additional FTE was included in the Vanpool Alliance Vanpool!VA grant application. Grant funds covering the position were awarded in FY2018. The Memorandum of Understanding governing the vanpool program does not prohibit the hiring of additional staff and states that personnel costs constitute program expenses and shall be payable from Program budgets.

6. Graphic Design & Website Development Specialist: Responsible for maintaining and updating all website content for OmniRide to include rider information, public information updates, marketing materials, and external or internal Internet-based information. Also, responsible for all graphic design work for social media, digital and print marketing, mapping, and internal and external visual materials for detours, service changes and general information.

Key factors necessitating this organizational change:

- The organization has entered an increasingly digital age but has not advanced or progressed in its ability to keep up with the informational and digital demands. The organization has develop

a new brand and identity, has constant needs to keep thousands of riders informed of changes, support the community through information and updates, and support the digital/visual/imaging needs of the organization. Additionally, the continued growth of digital information access through website information has shifted to the point our website is the front porch of the organization for the hundreds of thousands of potential riders and supporters. There is also a need to develop a basic Intranet/SharePoint for employees and potentially commissioners, as this would permit enhanced recordkeeping and information sharing for the workforce and its governing body.

- OmniRide has executed a grant-funded \$65,000 task-order to redevelop the website, which will only transition its current general framework from the current design to a new design. It does not include the updates that will be necessary to maintain the consistent flow of information for external outreach nor new services, updates to existing services, and information for new and potential riders. A singular annualized web-development contract excluding the costs of graphic design, is likely to exceed \$45,000 annually, with baseline updates and an hourly fee of \$150 for additional updates and content.
- OmniRide is proposing significant changes to service design, routes, and information that will require comprehensive redesign of all routes and services. This includes public hearing information, redesigned maps and information, detailed bus stop signs, shelter design, vehicle graphics, and all subsequent graphics production for camera-ready artwork. This includes development of graphics for internal promotion, social media campaigns, advertising, and outreach for services. Typical costs in this area will exceed \$75,000 per year for services.
- In addition to the above core areas, this position can support other staff with form creation, professionalization of board packets and reports, and enhanced internal communication. Currently, Vanpool Alliance and the Rideshare programs use outside contractors to perform the minimal graphics work budgeted. Internal graphic design will stretch the limited grant dollars and allow for increased outreach vs. design and production.
- This will have an annual ongoing need as the system has multiple annual service changes, major updates to programs, services, and constant informational posting needs, which must be prepared for the public, OmniRide employees, and the commission.

Employee Title & Position Description Changes:

No action from the board is required, but there will also be eight (8) job title changes for organization-wide consistency (i.e., manager/project manager) with one position description update to bring the descriptions current. This requires no board action but I am providing an update for the benefit of transparency.

This change is being sought now because as the organization rebrands, we have a need to update business cards, directories, internal materials and other relevant items. This allows us to proceed efficiently and effectively with our updates.

Changes to position titles *only* are:

- Customer Service Receptionist for Lobby (2 positions) becomes Customer Service Associate
- Manager of Customer Service (1 position) becomes Support Services Manager
- Facility Administrator (1 position) becomes Project Manager: Transportation Facilities
- Transportation Project Manager (1 position) becomes Project Manager: Transportation Administration

- Transit Project Manager (1 position) becomes Project Manager: Transportation Engineering
- Vanpool Incentive Manager (1 position) becomes Vanpool Program Manager
- Rideshare Program Assistant (1 position) becomes Rideshare Specialist
- Customer Service Agent (6 positions) becomes Transportation Support Associates and will have minor updates to the position description to reflect current duties.

Calendar & Process: To ensure openness and awareness of the organizational changes and opportunities, an *internal employee-wide* career fair will be held at OmniRide on September 12, 2018. The focus will be:

- Broad review of each new position and responsibilities along with an introduction to the department and supervisors,
- Human Resources will introduce the process for application, including required letters of interest and updated resume, interviews, and selection timelines.
- Review the interview and hiring process and address any relevant internal policies.
- Review future process for any newly created vacancies based on internal hiring and promotion

Interviews are planned for the week of September 24, 2018 with employees beginning in their new roles within 3 weeks of notification. Should any of the positions remain unfilled and exceed the budget capacity outlined in this memo, I will report back to the commission with a recommendation for next steps.

An update and any additional position changes that require further board action will be presented at the October 4, 2018 board meeting.

POSITION DESCRIPTION

POSITION TITLE: Manager of Safety and Security

GRADE: V

REPORTS TO: Director of Program Administration

GENERAL DEFINITION OF WORK:

Under the direct supervision of the Director of Program Administration, the Manager of Safety and Security is responsible for the development and implementation of safety and security policies and procedures, workforce safety programs, comprehensive safety and security planning, to include risk assessment. The Manager develops and implements emergency response programs/plans for the agency and ensures effective emergency coordination, including multi-jurisdictional coordination with law enforcement and emergency management groups. Manager is responsible for contracted facility security, contractor safety audits, and incident management. Requires non-traditional work hours as warranted.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential functions of this position include, but are not limited to:

- Develops safety and security policies and procedures in accordance with U.S. DOT, OSHA and Federal Transit Administration regulations; ensures compliance with safety policies and procedures to ensure the safety of the organization, its staff, and customers.
- Creates, maintains and updates all required safety and security plans; monitors all transit safety and security information provided by the Department of Homeland Security.
- Investigates and manages potential and actual security threats against personnel and property; coordinates regional and local crisis management and incident response protocols; conducts evacuation drills, including fire, disaster and security; performs as Incident Manager during emergency situations.
- Develops and implements safety and security audit programs to identify potential safety hazards, and/or unsafe working conditions; conducts the Safety and Security Committee meetings; makes recommendations to management for additional safety efforts.
- Investigates and documents accidents and incidents; assists the Director of Human Resources as needed with Workers' Compensation claims.
- Maintains a detailed system of records on all accidents, incidents, investigations, and claims; responsible for safety and security record retention; develops and distributes required safety and security reports.
- Manages contracted security services, including the development of Post Orders and advises the provider on issues involving training and retraining of contracted security personnel.
- Conducts annual in-service safety review with all employees.

Office Skills/Competencies:

- Ability to work effectively under pressure and in emergencies.

- Ability to communicate, both orally and in writing, in a clear, concise and logical manner, including the ability to communicate effectively before groups, and to cooperate with others to promote teamwork.
- Ability to work with regional and local agencies including the police, fire, emergency management, and public works departments.
- Ability to work independently and in a team environment; demonstrate effective time management skills, be flexible and adaptable to change.
- Ability to analyze and interpret federal, state and local laws and regulations.
- Ability to prioritize projects; is detailed-oriented and highly organized.
- Ability to maintain strict confidentiality.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to present information to OmniRide management, public groups, and/or boards of directors.
- Ability to receive, respond to, and initiate constructive criticism.
- Possesses strong problem-solving and decision-making skills.
- Ability to travel occasionally, both regional and national.
- Demonstrated proficiency in the MS Office Suite with functional knowledge of software.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to a Bachelor's degree in business, public administration, or related fields. Requires prior management experience, including personnel and project management.

The statements in this job description are intended to describe the general nature and level of work being performed by incumbent(s) assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

POSITION DESCRIPTION

POSITION TITLE: Project Manager, Data and Analysis

GRADE: V

REPORTS TO: Director of Planning

GENERAL DEFINITION OF WORK:

Under the direct supervision of the Director of Planning, the Project Manager identifies, collects and analyzes data for various purposes to include, but not limited to, National Transit Data (NTD) submission, planning and modifying transportation services and organizational key performance indicators. The Project Manager is responsible for developing and maintaining comprehensive reports and dashboards for the purpose of reporting to internal and external audiences.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential functions of this position include, but are not limited to:

- Analyzes data using statistical methods with the purpose of understanding or drawing conclusions from the data in order to drive operational decision-making; develops statistical models that depict trends, as necessary.
- Manages the methods the organization uses to collect, cleanse, analyze, and store data; Manages data to improve data quality and the efficiency of data systems; performs testing and validation of data sets; troubleshoots data and reporting issues; leads initiatives for data integrity and normalization.
- Protects data by developing access system; specifying user level of access; develops and maintains data dictionary.
- Manages the collection and tabulation of data used for federal and state reporting systems; ensures reports are submitted in timely manner
- Develops and maintains dashboards and comprehensive reports, using single and/or multiple systems, sharing results and recommendations with internal and external audiences; incorporates tools which help to easily digest the data such as tables, graphs, images and lists, as needed.
- Develops and maintains trend and management reports by bus service line, time of day (e.g., peak vs. all day) and service type (e.g., Metro Directs vs. express OmniRide, etc.).
- Assist managers with addressing data and reporting needs for various projects.
- Training end users on new reports and dashboards, assists with interpreting information.

Office Skills/Competencies:

- Possess strong analytical skills with the ability to collect, query, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy.
- Possess understanding of system databases, data elements, and application software solutions to maximize data gathering and data.
- Maintains technical knowledge by attending educational workshops; reviewing publications; establishing professional networks; participating in technical societies.
- Ability to work independently; possess strong problem-solving and decision-making skills.

- Ability to handle a variety of responsibilities under pressure.
- Ability to communicate, both orally and in writing, in a clear, concise and logical manner, including the ability to communicate effectively before groups, and to cooperate with others to promote teamwork.
- Demonstrated proficiency in word processing, database and spreadsheet software; knowledge of statistics and experience using statistical packages for analyzing datasets (Excel, SPSS, SAS etc.).
- Must be sensitive to customer needs and be able to establish and maintain effective working relationships.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to a Bachelor's degree in public administration, business, computer science or related field. Master's degree preferred. Two years experience in project management or related field preferred.

The statements in this job description are intended to describe the general nature and level of work being performed by incumbent(s) assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

POSITION DESCRIPTION

POSITION TITLE: **Human Resources Support Specialist**

GRADE: **M**

REPORTS TO: **Director of Human Resources**

GENERAL DEFINITION OF WORK:

Under the direct supervision of the Director of Human Resources, the Human Resources Support Specialist is responsible clerical support of human resource functions to include entry of electronic data and record-keeping, maintenance of employee files related to payroll, benefits, and all associated insurance; coordination of employee training and logistics, file audits, and direct support for the Director of Human Resources.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential functions of this position include, but are not limited to:

- Provides clerical and administrative support for human resource functions.
- Performs HRIS data entry and personnel file maintenance.
- Maintains confidential personnel files and personnel actions.
- Maintains HR filing system to include payroll, benefits, training, FMLA, Worker's Compensation.
- Assists with benefits administration.
- Coordinates HR projects, meetings and training seminars.
- Assists with recruiting efforts by posting vacancies internally and externally and maintaining the application tracking and new hire records for EEO reporting; assists with the new hire process and orientations.
- Assists employees and supervisors with basic interpretation of HR policies and procedures.
- Responds to reference checks and verifications of employment status.
- Reviews employee timecards and supports the payroll process, as needed.
- Generate reports and assists the Director with HR projects.
- Assists with the day-to-day efficient operation of the HR office.

Office Skills/Competencies:

- Ability to maintain employee confidence and protect operations by keeping human resource information **strictly** confidential.
- Possesses strong interpersonal skills.
- Ability to communicate, both orally and in writing, in a clear, concise and logical manner, including the ability to communicate effectively before groups, and to cooperate with others to promote teamwork.
- Ability to work independently and in a team environment; ability to work effectively under pressure, demonstrate effective time management skills, be flexible and adaptable to change.
- Ability to effectively read and interpret information, present numerical data in a resourceful manner, and skillfully gather and analyze information.

- Ability to prioritize projects; is detailed-oriented and highly organized, accurate, thorough and able to monitor work for quality.
- Possesses strong problem-solving skills.
- Demonstrated proficiency in the MS Office Suite with functional knowledge of software.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to a high school diploma. An Associate's degree in business, public administration or related fields desired. Minimum of two years of related experience required.

The statements in this job description are intended to describe the general nature and level of work being performed by incumbent(s) assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

POSITION DESCRIPTION

POSITION TITLE: Senior Vanpool Program Associate

GRADE: M

REPORTS TO: Vanpool Program Manager

GENERAL DEFINITION OF WORK:

The Potomac and Rappahannock Transportation Commission (PRTC) is seeking a professional to fill the position of Senior Vanpool Program Associate. This position supports the Vanpool Incentive Program by performing tasks necessary to ensure program success including; collection and validation of data for submission to state and local authorities, enrollment of new vanpools, monitoring participating vanpools, responding to inquiries regarding the program, promoting vanpooling to the general public, and providing customer service for existing and prospective program participants. Daily activities require independent decision-making skills, ability to apply critical thinking skills to arrive at creative solutions, and attention to detail.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential functions of this position include, but are not limited to:

Specific Job Responsibilities include but are not limited to:

Collects and validates data submitted by participating vanpools and disseminates to regional and state agencies as required. Works with program participants to ensure that data is submitted in a timely manner and in compliance with program rules. Works with PRTC staff to ensure that data is maintained in such a manner as to allow for accurate and timely reporting to NTD for monthly and annual reports.

- Develops, maintains, and reports service/productivity standards and statistics.
- Develops and suggests changes and enhancements to program processes.
- Provides program information to prospective participants and assists interested vanpools with program enrollment.
- Assists with the development of program marketing and promotional materials.
- Represents the program on regional committees and steering groups.
- Responds to program inquiries from the general public.
- Provides ridematching assistance to program participants and the general public using program database.
- Assists program participants with any program-related issues.
- Provides assistance with program marketing including representing program at transportation fairs and other public events.
- Ensures the integrity of participant data and that reporting requirements are met.
- Works with regional and corridor-specific incentive management groups to ensure that program is run and billed efficiently and that metrics are reported in a timely manner.
- Assists Program Manager as directed/necessary.
- Serves as back-up for Program Manager and Program Associate.

Office Skills/Competencies:

- Requires knowledge of local and regional geography, demographics and commuting practices.
- Ability to communicate, both orally and in writing, in a clear, concise and logical manner, including the ability to communicate effectively before groups, and to cooperate with others to promote teamwork.
- Ability to work independently; demonstrate effective time management skills, be flexible and adaptable to change.
- Possesses strong organizational abilities with an attention to detail.
- Possesses strong analytical, problem-solving, and decision-making skills.
- Demonstrated proficiency in the MS Office Suite with functional knowledge of database and spreadsheet software.
- Must be sensitive to customer needs and be able to establish and maintain effective working relationships.
- Knowledge of marketing/promotional practices, including use of social media, preferred.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to a Bachelor's Degree in a related field and three years directly related experience in Transportation Demand Management or Customer Service industries.

The statements in this job description are intended to describe the **general nature** and **level of work** being performed by incumbent(s) assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

POSITION DESCRIPTION

POSITION TITLE: Graphic and Web Designer

GRADE: O

REPORTS TO: Director of Marketing and Communications

GENERAL DEFINITION OF WORK:

Under the direct supervision of the Director of Marketing and Communications, the Graphic and Web Designer will create visual concepts (electronic and print materials), by hand and/or using computer software, to communicate ideas that inspire, inform, or captivate various audiences, ensures appropriate information is accessible by the public. The Designer will be responsible for maintaining the overall layout of PRTC's website, logos, pictures and other visual and verbal aspects of PRTC's website, maintaining PRTC's branding so it remains consistent with the agency's vision.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential functions of this position include, but are not limited to:

- Creates and updates bus schedules and maps, in print and electronic formats.
- Design and layout of electronic and print materials for all programs and events (presentations, flyers, posters, banners, collaterals, logos, invitations, postcards, newsletters, newspaper ads, etc.); obtains approval of concept by submitting rough layout for approval.
- Executing graphic design projects from concept to completion while adhering to the brand standards; coordinates with outside agencies, art services, printers, etc. as necessary.
- Maintains PRTC's branding so it remains consistent and is used properly by external parties or remote groups, working closely with the Director of Marketing and Communications; develops PowerPoint templates for various departments.
- Assists Director of Marketing and Communications with creative concept and collaterals for various events.
- Maintains website; makes recommendations for improving design and interactive features.
- Ensuring the coding standards are met and ensures the website and databases are being backed up.
- Responsible for managing print orders and dealing with external suppliers.
- Develops reports for management as needed.

Office Skills/Competencies:

- Excellent knowledge of common industry applications (i.e., Adobe CS4 suite (PC), especially Photoshop, Indesign, Illustrator, Wordpress); proficiency in various software programs such as MS Office Suite; knowledge of HTML/CSS/PHP/Javascript/MySQL.
- Maintains technical knowledge by attending design workshops; reviewing professional publications; participating in professional societies, etc.
- Comfortable working on bilingual design projects (English and Spanish)
- Ability to meet tight deadlines.
- Possesses understanding of production, pre-press, print and web-based technologies.

- Ability to communicate, both orally and in writing, in a clear, concise and logical manner, including the ability to communicate effectively before groups, and to cooperate with others to promote teamwork.
- Ability to work with a wide range of stakeholders and decision-makers.
- Ability to work independently; demonstrate effective time management skills, be flexible and adaptable to change.
- Possess strong problem-solving, decision-making, organizational, attention to detail and planning skills

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to a Bachelor's degree in graphic design or related field. Formal graphic design training and a minimum of 2 years design experience.

The statements in this job description are intended to describe the general nature and level of work being performed by incumbent(s) assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

POSITION DESCRIPTION

POSITION TITLE: Tech Support, Transit Applications Specialist

GRADE: O

REPORTS TO: Manager of Information Technology

GENERAL DEFINITION OF WORK:

Under the direct supervision of the Manager of Information Technology, the Tech Support, Transit Applications Specialist is responsible for maintaining and configuring all transit software applications including all Trapeze products (TransitMaster, PASS/FLEX, FX, INFOAgent, OPS, Bus Stop Manager, IVR, etc.) as well as passenger-facing software (real-time bus tracking). The Specialist is responsible for researching software enhancements and for training employees on effective use of the software.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential functions of this position include, but are not limited to:

- Responsible for maintaining and configuring all transit-specific software to ensure optimal operating capacity.
- Works with stakeholders to define systems requirements for expanding the functionality of all transit-specific software; researches new software enhancements provided by the application vendors; assists in the scheduling, coordination and implementation of software installations; identifies additional functionality to further enhance the effectiveness of the software for the agency to vendors.
- Manages software technical projects through the entire project life cycle.
- Performs software functionality testing by utilizing test environment(s) for verifying data, functionality, trouble-ticket solutions, and system changes.
- Serves as the primary contact for all end-user issues for transit-specific application vendors and will be involved in all application trouble tickets from start to resolution; provides excellent end-user customer service and issue resolution through a central ticketing system to track all issues; maintains vendor accountability for all deliverables related to a transit-specific project or software.
- Create and maintain detailed records of all current system configurations and processes, and Planning and Operations staff's technical gaps.
- Trains end-users on the effective use of transit-specific software to ensure they are taking full advantage of all software capabilities; develops clear, concise and easy-to-understand training programs/materials to ensure full utilization of the software by end-users.
- Assists as necessary with implementing route file changes and route updates, including deploying new mobile software.
- Creates reports and database queries as needed.
- Supports the IT Manager/Department with basic IT functions, as necessary.

Office Skills/Competencies:

- Must be proficient with all transit-specific applications.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to communicate, both orally and in writing, in a clear, concise and logical manner, including the ability to communicate effectively before groups, and to cooperate with others to promote teamwork.
- Ability to work independently and in a team environment; ability to work effectively under pressure, demonstrate effective time management skills, be flexible and adaptable to change.
- Ability to provide after-hours technical support and on-call services as requested.
- Ability to prioritize projects; is detailed-oriented and highly organized.
- Possesses strong problem-solving skills.
- Ability to travel occasionally including overnight, both regional and national.
- Demonstrated proficiency in the MS Office Suite with functional knowledge of software.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to a high school diploma; college degree preferred. Minimum of two years experience in configuring and troubleshooting software issues.

The statements in this job description are intended to describe the general nature and level of work being performed by incumbent(s) assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.