



ALAMEDA COUNTY  
TRANSPORTATION COMMISSION

# Assistant Program Analyst

(Express Lanes Analyst)

## HR19-13



### DEADLINE TO APPLY

This recruitment will remain open until filled. Candidates are encouraged to apply early in the process for optimal consideration.

The first review of resumes will take place on March 16, 2020.

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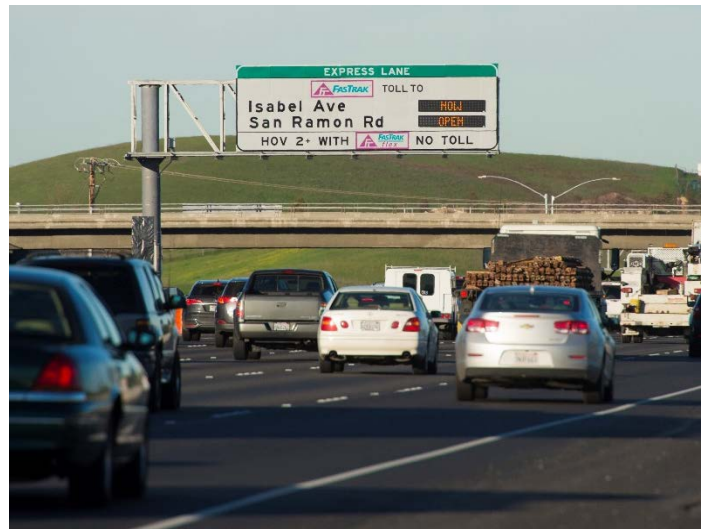
## THE OPPORTUNITY

Under direct supervision of the Director of Express Lane Implementation and Operations, performs professional and technical duties for the express lane program; performs complex research and analyses to support the express lane program. Plans, analyzes, organizes, and coordinates work including assigned projects and activities with other consultants, Commission staff, member jurisdictions, regional transportation agencies, and/or state agencies; provides complex staff assistance to Director of Express Lanes Implementation and Operations; and performs other related work as required.



## THE AREA

Alameda County is the geographic center of the San Francisco Bay Area, located east of the San Francisco Bay, extending to Livermore in the East and from Albany in the North to Fremont in the South. Alameda County encompasses 813 square miles of land and has a population in excess of 1.6 million, making it the second most populated county in the Bay Area.



## THE ORGANIZATION

The Alameda County Transportation Commission (Alameda CTC) is a joint powers authority that plans, funds and delivers transportation programs and projects that expand access and improve mobility in Alameda County. Alameda CTC was created by the merger of the Alameda County Congestion Management Agency (ACCMA) and the Alameda County Transportation Improvement Authority (ACTIA) in order to allow for better coordination of transportation planning and programming within the County, as well as position Alameda County jurisdictions and transit agencies to better compete for limited state and federal transportation dollars.

*Alameda CTC currently operates two express lane corridors: the I-580 Express Lanes along the Tri-Valley corridor through Dublin, Pleasanton, and Livermore and the I-680 Sunol Southbound Express Lane from Pleasanton to Milpitas. Express lanes increase the efficiency of our transportation system for commuters, transit and freight by giving solo drivers the option to pay a toll to access the carpool lanes when there is excess capacity, thereby reducing congestion and improving air quality.*

## THE IDEAL CANDIDATE WILL HAVE:

- Knowledge of Database management principles and data mining techniques using various applications.
- Knowledge of Research and reporting methods, techniques, and procedures.
- Understanding of analytical principles.
- Ability to provide a high level of customer service by effectively dealing with the public, vendors, contractors, and Alameda CTC staff.
- Ability to plan and conduct effective analysis applying appropriate and effective methodologies.
- Experience preparing and presenting clear and concise reports, correspondence, policies, procedures, and other written materials.
- Experience performing complex data analysis and data mining.
- Understanding of system processes, including flow of transactions, external interfaces, and application of business rules.
- Ability to analyze, and evaluate new improvements in operations, methods, procedures, and techniques.
- Knowledge of record keeping principles and procedures.
- Ability to organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical deadlines.
- Ability to effectively communicate in person, over the telephone, and in writing.

## EXAMPLE OF ESSENTIAL RESPONSIBILITIES

- Conduct analysis of matters related to tolling administration and operations, including traffic and pricing. Conduct impact assessment of potential or existing changes in business practices.
- Implement adopted toll policies. Monitor weekly traffic volumes, calculate toll adjustment trigger points and coordinate all toll adjustment notification efforts.
- Perform analysis of system processes to validate the successful completion of transaction processing.
- Carry out procedures to audit accuracy of toll transaction processing, revenue collection and contractor processes.
- Communicate and interact with external stakeholders and business contacts including customers, contractors, vendors, and other regional toll and public agencies.
- Assist with the preparation of program updates, program budgeting, and preparation and presentation of board agenda items.
- Respond to inquiries from customers, the general public, local, state, and federal government agencies, and other regional toll agencies.
- Respond to escalated dispute inquiries from regional customer service center.

- Management and analysis of large data volumes through the use of various applications.
- Perform analysis of operational issues and recommend system, procedure, and policy improvements.
- Provides on-going support for operations activities as required.
- Support the five-day-a-week toll operation (5 am to 8 pm), including responding to incidents, emergencies, system issues, and system deployments. This may involve responding to emails or phone calls outside of normal business hours.
- Participate in the development and implementation of new toll systems and changes to existing systems, including review of plans and specifications.
- Performs other duties and special projects as assigned or required.

## QUALIFICATIONS

- Bachelor's degree from an accredited four-year college or university with major coursework in engineering, transportation planning, business, computer science, public administration, economics, mathematics, statistics, or a closely related field.
- Zero to two (0-2) years of experience involving traffic, transportation, and/or principles and practices of systems and operations.



## COMPENSATION AND BENEFITS

The annual salary range is \$73,716 to \$95,813, depending on qualifications and experience.

The Alameda County Transportation Commission offers a generous benefits package:



- Cafeteria Plan which employees can use to choose the following:
  - Health, Dental, and Vision Insurance; and
  - Life, AD&D, and Long-term and Short-Term Disability Insurance.
- Retirement Program in the California Public Employee Retirement System (CalPERS):
  - Classic Member (current member of CalPERS) – 2.5% at age 55 (employee contributes 3%)
  - New Member (under new PEPRAs laws) – 2% at age 62 (employee contributes 6.25%, this amount is subject to change at the beginning of the fiscal year per CalPERS calculations)
- Vacation Leave: Starts at 10 days per year and increases based on years of service.
- Sick Leave: Accrued at 1 day per month.
- Holidays: 11 paid holidays, plus 2 floating holidays, per year. Investigates and responds to problems affecting express lane project design and construction.
- Other benefits, including transit subsidy, flexible spending accounts, tuition assistance, Employee Assistance Program, etc.

To apply for this opportunity, please visit the Alameda CTC website and download an application at:

<https://www.alamedactc.org/get-involved/careers-jobs/>

Please submit a cover letter, resume, and application by email to [recruitment@alamedactc.org](mailto:recruitment@alamedactc.org). As an alternative, you can mail the completed application materials:

**Attn: Recruitment**  
**Alameda CTC**  
**1111 Broadway, Suite 800**  
**Oakland, CA 94607**

**Incomplete applications will not be considered.**

This recruitment will remain open until filled; however, candidates are encouraged to apply early in the process. The first review of resumes will take place on March 16, 2020.

Alameda County Transportation Commission is an equal opportunity employer encouraging workforce diversity.

The information contained herein does not constitute either an expressed or implied contract, and these provisions are subject to change.

