



**ALAMEDA COUNTY  
TRANSPORTATION COMMISSION**

# Associate Program Analyst

**HR23-01**

**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 April 9, 2023.



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## THE OPPORTUNITY

Under general supervision, the Associate Program Analyst provides complex program coordination, oversight, and administrative support in the development, implementation and administration of Alameda County Transportation Commission's (Alameda CTC's) Student Transit Pass Program (STPP) and other Alameda CTC programs as needed (e.g., Safe Routes to Schools program, Paratransit program, and Transportation Demand Management) and manages digital media for the agency and supports general agency communications. The Program Analyst will oversee the day to day operations of the STPP; oversee, manage, and regularly coordinate with contractors implementing the program; foster cooperative working relationships and act as the liaison with various community, public, and regulatory agencies, including schools, school districts, transit agencies, and local jurisdictions; analyze programmatic practices and procedures and make recommendations for operational, policy, and procedural improvements; oversee and conduct program evaluations; and develop, summarize, and maintain administration of the program budget and fiscal records.

As a member of the Communications Team, the Program Analyst will manage the agency's digital media content, including monitoring the agency's web presence, social media channels, digital communications impact, latest trends and digital media technologies, and provide general communications support. The Program Analyst will also work with staff throughout the agency, collaborate with contractors, and regularly communicate with government agencies, community groups, stakeholders and members of the public.

If you believe in making a positive difference in transportation options for people throughout Alameda County and using storytelling and digital media to get the word out about the good work a public agency can do, we want to learn more about you!



## THE ORGANIZATION

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 and the Alameda County Transportation Improvement Authority 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.

**Together, We Deliver Excellence.** Alameda CTC is invested in making a positive impact. Our staff values a nurturing environment with visionary thinking to deliver our mission. We embrace the diversity of our vibrant teams and actively collaborate toward our common goals. Staff at Alameda CTC advance inclusivity and trust through open, honest, and respectful communication. Our culture is built together, day by day, in every action we take.

**We Are, Who We Serve.** Alameda CTC is committed to serving the people of Alameda County. We aspire to be people-centric by celebrating those who bring their authentic selves to work and we support the needs of our very diverse communities. We strive to cultivate opportunities that address historical inequities by inviting and engaging multiple perspectives. We set the standard for diversity, equity, and inclusion and our leadership cultivates a workplace that empowers staff to reach their potential.

## 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 IDEAL CANDIDATE WILL HAVE:

- An understanding of advanced principles and practices of transportation program development and administration, contract management, and knowledge of analytical processes, and report preparation techniques.
- Experience with and/or knowledge of student transit pass, school-based, or equity-centered transportation programs.
- Knowledge and excitement for using current digital media software, tools and trends on various digital media platforms to tell stories and deliver outstanding public service information.
- Tact in representing Alameda CTC in meetings with a wide variety of public and private organizations, and strong skills for collaboration and partnership building.
- Effective and customer service-oriented communication in person, virtually, over the telephone, and in writing.
- Experience, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- A high level of comfort with multi-tasking, deadlines and prioritizing tasks.
- Excitement about developing innovative, creative, and equity-centered programs and collaborating with others to ensure successful implementation.

## EXAMPLES OF TYPICAL RESPONSIBILITIES

- Plans, oversees, administers, and coordinates various aspects of Alameda CTC's Student Transit Pass Program (STPP), including developing goals, policies, procedures and work standards; assists with other programs and planning efforts as directed.
- Conducts a variety of analytical and operational studies and analyses regarding the STPP; develops and implements new or revised protocols, systems and methods of operation; compiles and analyzes data and makes recommendations.
- Manages and directs the work of consultants and contractors to effectively implement the STPP and other programs as directed, including establishing priorities, milestones, and program monitoring processes to ensure consultants/contractors are meeting established goals and objectives.
- Prepares and submits program summaries and reports for staff, committees, the Board, and other audiences; prepares other various regulatory reports, committee and staff reports, resolutions, ordinances, and correspondence regarding assigned activities.
- Develops strong partnerships and fosters a collaborative working environment with partner and transit agencies, schools/school districts, and other stakeholders to ensure program success.
- Identifies new innovative programming and seeks creative and equity-centered ways to effectively implement the STPP.
- Serves as a liaison to schools, school districts, local jurisdictions, transit agencies, community groups, and other organizations; provides information and assistance to the public regarding Alameda CTC's STPP and other programs as directed; receives and responds to inquiries relating to the STPP program and other programs as assigned; reviews areas of concern and takes appropriate actions.
- Develops and administers the STPP budget and budgets for other programs as directed; monitors cash flow and expenditures; identifies and recommends resolutions for budgetary problems; reviews and processes invoices; updates budget summaries as needed.
- Develops and submits funding applications; and coordinates with other staff and transit agencies to report on program funding allocations.
- Monitors changes in laws, regulations and technology; implements policy and procedural changes as required.
- Coordinates digital content such as website updates and social media posts to advance agency messages; monitors and reports on engagement and analytics.
- Demonstrates outstanding customer service through timely and helpful responses to digital media engagement and inquiries.
- Works with staff throughout the agency to keep digital information resources up to date and accessible.
- Participates on various committees and effectively presents committee recommendations to the Board.



## QUALIFICATIONS

- Equivalent to graduation from an accredited four-year college or university with major coursework in transportation planning, project management, business administration, public administration, or a related field.
- Three (3) years of responsible professional-level administrative experience in the transportation field related to area of assignment.
- Strong writing skills and knowledge of current digital media trends

## COMPENSATION AND BENEFITS

The annual salary range is \$92,962 to \$120,850, 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 PEPRA laws) – 2% at age 62 (employee contributes 6.75%, subject to change by CalPERS at the beginning of each fiscal year)
- 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 three (3) floating holidays, per year.
- Other benefits include transit subsidy, flexible spending accounts, 457 retirement plan, flexible hybrid work schedule, and employee discounts.



## TO APPLY

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

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

Complete application packets must include 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 to:

**Attn: Recruitment**

**Alameda CTC**

**1111 Broadway, Suite 800**

**Oakland, CA 94607**

**Incomplete applications will not be considered.**

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Alameda CTC is an equal opportunity employer encouraging workforce diversity and is committed to ensuring that no person is excluded from participation in, denied the benefits of, or discriminated against under its hiring activities on the basis of race, color, creed, sex, gender, religion, marital status, registered domestic partnership status, age, national origin or ancestry, physical or mental disability, veteran status, sexual orientation, gender identity/gender expression, or medical condition including genetic characteristics. Title VI of the Civil Rights Act of 1964 provides protections against discrimination based on race, color and national origin; and 49 United States Code Section 5332 provides additional protections against discrimination based on religion, national origin, sex, disability, or age.

Employment at Alameda CTC is at-will.

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



