



METROPOLITAN  
TRANSPORTATION  
COMMISSION

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## JOB ANNOUNCEMENT

- POSITION:** ASSISTANT/ASSOCIATE PROGRAM COORDINATOR  
Bay Area Toll Authority
- CLASSIFICATION:** Assistant/Associate Program Coordinator  
(Bridge Oversight and Operations)
- VACANCIES:** One
- HOURLY RATE:** Grade VII in the Salary Plan: \$68,294 - \$87,422/Yr. (Depending on qualifications, salary may be up to \$100,791/Yr.)
- DESCRIPTION:** Under the general supervision of a Senior Program Coordinator, act as support staff for the management and operation of the Bay Area Toll Authority (BATA) toll bridge operations program. Responsibilities include: managing and monitoring the FasTrak® (electronic toll collection) customer service center operations, developing and administering the BATA toll bridge operations budgets; performing toll bridge operations analysis; developing toll operations improvement programs.

### MINIMUM

**QUALIFICATIONS:** Education: Completion of a bachelor's degree from an accredited college or university, as listed in the Higher Education Directory, in an appropriate discipline such as traffic or civil engineering, transportation planning, operations management or public or business administration. Graduate degree preferred. (Applicants with a degree issued from an institution outside the United States must have their transcripts evaluated by an academic accrediting service and provide proof of equivalency along with the application.)

Experience: Minimum of one year of recent (must be within the last five years), progressive and verifiable professional experience in a field related to the position. (One year of graduate work in a discipline directly related to the position may be substituted for job experience.) Additional professional work experience is preferred.

Knowledge of: Operations budgeting and analysis; operations research and management; cost analysis; principles and practices of project management; procurement and contract management; principles and

methods for quality management and quality improvement programs; customer relations management; principles and techniques of quantitative analysis; principles of transportation operations, planning, funding, and programming; and techniques to facilitate inter-agency coordination.

Ability to: Analyze problems, develop strategies and solutions; prepare correspondence and reports; prepare and make presentations to technical and policy decision makers; perform complex data analysis; work independently; communicate clearly and concisely, both orally and in writing; use initiative and sound judgment within established procedural guidelines; establish and maintain effective working relationships; develop consensus among in-house staff, partner agencies and consultants; and organize and prioritize multiple project tasks.

**DESIRED**

**QUALIFICATIONS:** Knowledge of and experience with one or more of the following:

- Operations management and budgeting
- Quality improvement programs
- Customer relations management
- Cost and data analysis
- Database and spreadsheet software applications

**TYPICAL**

**ASSIGNMENTS:** Under the supervision and direction of a Senior Program Coordinator, the Assistant/Associate Program Coordinator will:

1. Provide management and oversight of the contracted FasTrak® program customer service center operations, including contract management and performance monitoring, implementing system improvements including developing requirements, reviewing tests and monitoring operations, overseeing customer communications and outreach and preparation of reports.
2. Manage customer service center quality including developing quality improvement programs, creating performance metrics and evaluating results, conducting operations and quality audits, monitoring and managing customer relations, developing corrective action plans and recommending policy and procedure changes.
3. Develop and manage the Caltrans and BATA toll bridge operating budget including toll collection and maintenance operations, develop with Caltrans funding for State personnel and expenses, coordinate budget oversight with Caltrans staff, track expenditures, create forecasts and develop corrective actions.

4. Work with Caltrans toll collection personnel to manage manual toll collection services including reviewing staffing plans, developing and improving toll collector procedures, and creating training programs.
5. Perform research and analysis of toll operation services, identifying improvement and efficiency opportunities, developing action plans and coordinating implementation with Caltrans toll management.
6. Procure and manage consultant contracts for the toll collection operations program, including developing work scopes and request for proposals, reviewing and approving deliverables, monitoring budget, schedule and consultant progress, and negotiating change orders.
7. Liaison with the MTC Finance, Legal, and Operations staff to coordinate and resolve issues.
8. Develop, maintain and disseminate management information and reporting systems.
9. Make presentations to BATA management and to the Commission's Oversight Committee.

#### INSTRUCTIONS TO APPLICANTS:

Submit an MTC application, and a current resume to: Human Resources Office, Metropolitan Transportation Commission, 101 Eighth Street, Oakland, CA 94607. Applications not submitted, or submitted without all of the required materials will not be given further consideration. **This announcement remains open until 5:00 p.m., Friday, August 15, 2008. (Faxed/emailed applications will NOT be accepted.)**

To receive an application form, contact MTC at the Job Hotline, (510) 817-5818, or email [jobhotline@mtc.ca.gov](mailto:jobhotline@mtc.ca.gov). Leave your contact information and indicate which job announcement you are requesting. Announcement and application may be downloaded from MTC's website, [www.mtc.ca.gov](http://www.mtc.ca.gov). Applications submitted on anything other than an MTC form or that does not include all the required materials will not be given further consideration.

#### EMPLOYEE SELECTION PROCESS:

This Job Announcement sets a cut-off date and time for the receipt of applications. Applications will be reviewed as promptly as possible following the cut-off date. Those candidates whose applications show the best combination of training, experience, knowledge, and ability relevant to the position will be invited for an interview.

Interviews will be conducted by a panel whose members are acquainted with the requirements of the position. At the conclusion of the interviews, the panel will rate the candidates. The Executive Director may offer the position to the best-qualified candidate.

After the position has been offered and accepted, all other applicants will be notified promptly of the filling of the position. The panel will recommend which of the candidates interviewed but not selected will constitute an "eligibility" list, which will remain in effect for six months. In the event the same, or very similar position becomes available during that period, the list may be used for further selection.

In the event that a suitable candidate is not found, the position will be reopened for further recruitment.

### INTRODUCTORY PERIOD

The initial six months of service in this position constitute a probation period. The purposes of probation are to assist the employee in adapting to the new job, to evaluate the employee's performance relative to continuation in the position, and to provide for corrective measures when performance is deficient.

### SALARY SCHEDULE

MTC staff employees are paid based on an adopted salary schedule. The cited grade for this position consists of eleven steps with intervals of approximately 2½% available for merit progression.

### THE FOLLOWING ARE AMONG THE BENEFITS OFFERED TO EMPLOYEES OF MTC

- Health Benefits Insurance through the Public Employees' Retirement System (100% MTC-paid employee and dependent coverage, depending on health plan selected).
- Agency-paid Dental Insurance (dependent coverage shared by the employee and MTC).
- Agency-paid Vision Care Insurance, employees only (no dependent coverage).
- Agency-paid Life, AD&D, and Long Term Disability Insurance.
- Eleven paid holidays per year.
- Monthly Transit/Parking Subsidy.
- One day per month paid vacation leave; for each year of service, an additional day per year is granted to a maximum of 25 days per year.
- One day per month paid sick leave, with no limit to the amount of sick leave that can be accumulated. (May cash out up to 240 hours of accumulated sick leave upon separation from the Agency.)
- Personal Business leave; up to three (3) days per year depending upon date of hire.
- Public Employees Retirement System (PERS); employee contributes a portion of gross salary on a pre-tax basis.
- Alternative payroll savings plans (tax-deferred deferred compensation plans, two credit unions).
- Voluntary participation in employee-paid pre-tax dependent care and flexible spending accounts;
- Supplemental life insurance

**ADVISORIES**

**QUALIFICATION FOR EMPLOYMENT IN THE UNITED STATES:**

The selected candidate will be required to provide verification of his/her identity and evidence of having legal authorization to work in the United States prior to beginning employment. The selected candidate must maintain his/her employment eligibility status and will be responsible for notifying MTC of any changes.

**BACKGROUND CHECKS:**

MTC conducts background checks to verify information included in the candidate's application, resume and supplemental materials.

**CALIFORNIA DRIVER'S LICENSE:**

A valid California Driver's License is required, as MTC employees may be expected to operate an automobile in the performance of assigned duties. Exceptions to this policy will be reviewed on a case-by-case basis to accommodate special needs.

**MTC IS AN EEO/AA EMPLOYER**

The Metropolitan Transportation Commission is a non-discriminatory employer. MTC provides all employees and applicants with an equal opportunity in every aspect of the employment experience regardless of race, color, religion, sex, age, national origin, physical handicap, medical condition, or marital status. This policy is implemented through an ongoing affirmative action program to ensure maximum opportunity to participate in the Commission's programs.

The Metropolitan Transportation Commission is a regional transportation-planning agency created by the legislature pursuant to Government Code Sections 66500 et seq. to provide coordinated transportation development for the nine-county Bay Area.