



METRO Regional Transit Authority
Senior Planner (INTERNAL) UPDATED

SALARY	\$68,000.00 - \$85,000.00 Annually	LOCATION	416 Kenmore Blvd, Akron
JOB TYPE	Full-Time	JOB NUMBER	202400023
DIVISION	Culture, Planning, Safety, Security	DEPARTMENT	Planning and Strategic Development
OPENING DATE	09/23/2024	CLOSING DATE	11/8/2024 11:59 PM Eastern

Description

Position Summary:

The Senior Transit Planner (Service Planning) is responsible for managing the development and execution of short-term service changes. This role includes conducting in-depth performance and operational analyses, gathering feedback from internal and external stakeholders, making data-driven recommendations for service plans, and overseeing the implementation through schedule development and production. The ideal candidate is a strong analytical thinker with a solution-oriented mindset, quick to learn, and capable of leading a team.

Reporting Relationships:

- **Reports to:** Director of Planning & Strategic Development
- **Direct Reports:** None
- **Indirect Reports:** None

Examples of Duties

Essential Job Functions:

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions described in this position description. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this position description.

Job Responsibilities:

- Lead and manage the development and implementation of strategies that support METRO's long-term goals, including service development, capital projects, bus rapid transit, and transit-oriented development.
- Provides professional and technical transit planning and project management for high-capacity transit corridor studies, long-range planning activities, and strategic mobility initiatives.
- Ensure compliance with the National Environmental Policy Act (NEPA) by developing necessary environmental documentation for capital projects.
- Prepares the triennial Title VI program update report, following all regulatory requirements.
- Develops and presents oral, written, and graphic presentations for a wide variety of audiences (public, Board of Trustees, Leadership Team, internal and external stakeholders, etc.).

- Collaborate with the Director of Planning and Strategic Development, other METRO departments, and external organizations to plan and execute transit-related programs, policies, and projects.
- Builds positive and collaborative working relationships with all internal and external stakeholders to assist in the advancement of METRO's goals; represents METRO on committees and in meetings as applicable.
- Maintains awareness of new trends and developments in the fields related to the area of assignment.
- Conducts and/or reviews performance analysis of existing public transit service and identifies trends.
- Develops and recommends short- and long-term fixed route and on-call service plans that best meet the needs of the public and improve transit service quality, productivity, and efficiency.
- Plans for public meetings and participates in conducting them.
- Reviews, evaluates, and responds to requests for bus stop location changes.
- Responds to customer comments and complaints relating to service and bus stops.
- Manages system-wide bus stop optimization process in coordination with short- and long-term service plans.
- Oversees and updates the Bus Stop Design Guidelines document as necessary
- Reviews and recommends updates to the Fixed Route Transit Service Standards as necessary.
- Prepares required analyses for regulatory compliance (i.e., Title VI and similar).
- Designs and conducts transit-related surveys, analyzes results, and prepares reports to summarize findings.
- Acts as the liaison to roadway and other construction projects being undertaken by outside organizations (City, County, ODOT, etc.) that impact METRO bus service.
- Assists in the review of site development proposals for transit impacts and requests new or improved transit amenities.
- Prepares technical memoranda and reports for managerial review and consideration by policymakers.
- Assists the Grant and Compliance Specialist in the development of grant application narratives and materials.
- Represents METRO on intergovernmental committees as assigned.
- Performs other related duties as assigned.
- Regular attendance is an essential function of this job.

Typical Qualifications

Educational Requirements:

- Bachelor's degree in planning, public administration, or a related field required; valid Ohio driver's license; three to five years of relevant experience; or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.

Experience & Professional Skills:

- A minimum of five years of increasingly responsible professional experience in transportation planning, roadway design, and transportation plan implementation.
- Degree in public administration, planning or urban design, or related field is highly desired. Certification in the American Institute of Certified Planner (AICP) is highly preferred.

Communication & Administrative Skills:

- Ability to use Microsoft Office suite proficiently
- Proficiency in GIS software (e.g., ArcGIS, QGIS) for mapping, spatial analysis, and visualization of transit routes, stops, and demographic data.
- Strong verbal and written communication skills.
- Ability to lead, organize, and manage projects.
- Competence in preparing clear and concise reports, correspondence, and other documents.
- Ability to effectively engage with individuals and groups and deliver formal presentations.
- Strong organizational skills with the ability to prioritize tasks and meet deadlines with minimal supervision
- Ability to work on multiple complex projects at one time

Interpersonal Skills:

- Ability to define problems, collect data, establish facts and draw valid conclusions so as to resolve problems
- Ability to establish and maintain effective working relationships with various departments, individuals or other internal groups
- Knowledge of techniques of effective time management
- Ability to deal courteously and diplomatically with the general public

Cognitive Skills:

- Knowledge of applicable law, regulations and policy and the principles of transportation planning
- Experience in planning and/or implementation of Bus Rapid Transit lines (preferred)
- Experience in planning and/or implementation of transit-oriented development projects (preferred)
- Quick learner and self-starter
- Ability to make effective decisions and recommendations
- Knowledge of report generation
- Ability to demonstrate initiative and independent judgment
- Balance multiple priorities and coordinate numerous activities, communications, and projects while maintaining strategic focus
- Knowledge record keeping, report preparation, filing methods, and records management techniques

Supplemental Information

Core Values:

Teamwork:

- Demonstrating teamwork in and across departments
- Treating everyone with respect
- Recognize that the team is greater, much more than the collection of individual efforts

Safety:

- Ensuring the safety of everyone
- Believing that every accident can be prevented
- Having a constant eye to safety in all aspects

People Centric:

- Celebrating diversity/individual differences
- Treating everyone fairly
- Valuing everyone: co-workers, customers, each other, stakeholders

Service Excellence:

- Providing the best customer service to everyone, both externally and internally
- Routinely exceeding expectations
- Serving our customers and each other

Integrity:

- Always demonstrating honesty, trust, character and fairness without compromising the truth
- Showing high regard for civility, equity/fairness and human dignity
- Having the courage to do the right thing

Action Ready:

- Sharing one goal, one mission
- Keeping commitments
- Keeping commitments

Physical Requirements & Working Conditions:

- Job requires incumbent to stand, walk, sit, talk and listen and use hands to finger, handle or feel; view things at 20 feet or more one-third of the time; and lift up to 10 pounds.
- Work is typically conducted indoors in an office environment, at a computer workstation with a telephone. However, a portion of the work will be routinely conducted outdoors and/or in a vehicle where there is exposure to adverse weather conditions, dust, fumes/odors and in proximity to urban vehicle traffic, requiring attention to personal and public safety.

- Contacts with general public, customers and other citizens and work deadlines are typical and can be stressful.

When applying, please provide any previous employer's contact information for up to the past 12 years.

Agency

METRO Regional Transit Authority

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Akron, Ohio, 44301

Phone

3307620341

Website

<https://www.yourmetrobus.org>