



The Rhode Island Public Transit Authority (RIPTA) is recruiting *internally and externally* for the position of **Service Planner II** within the Service Planning and Scheduling Department. This is a Laborer's International Union of North America (LIUNA), Local 808 position. All applicable Collective Bargaining Agreement (CBA) selection criteria will apply when considering internal applicants.

- Position Title:** Service Planner II
- Posting Period:** April 17, 2024 through May 3, 2024
- Salary Range:** \$66,994.92 to \$83,743.71 Annum (**Pay Grade 130**)
- Union Affiliation:** Laborer's International Union of North America (LIUNA), Local 808
- Reports To:** Director of Service Planning and Scheduling

Description of Work:

Under general direction, the Service Planner II will be responsible for assisting the Service Planning and Scheduling Department with the planning, development, and management of fixed route service initiatives. This position will be a part of RIPTA's team of service planners and schedulers to deliver statewide transit service that provides coverage for all residents while maximizing ridership and working within RIPTA's annual operating budget.

Essential Duties and Responsibilities:

The core responsibilities of this position include:

- Works in a team-oriented environment, assisting with daily tasks in executing fixed route service plans;
- Applied knowledge and understanding of service design guidelines and principles; an active role in the Performance Metrix Team;
- Demonstrates strong analytical skills and engages in pursuing solutions for positive outcomes;
- Communicates service adjustments to the RIPTA Marketing Department. Assists with responses to customer inquiries and attends public meetings and workshops as needed;
- Assists in technical daily scheduling tasks leading up to the implementation of each choose-up and/or new service launch;
- Field work including ride-checking, street-checking and duties related to service design and implementation;
- An engaged team member in moving projects forward;
- Work with municipalities and other external partners to create service solutions that are not traditionally served by fixed route transit services;
- Explore best practices of other transit agencies and transit providers;
- Work with the Flex division to analyze existing service and create solutions to maximize ridership and coverage within existing resources;
- Assist in the planning, development, and management of fixed route transit services;
- Perform other related duties as assigned.

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Qualification Requirements and Selection Process:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions;
- Excellent verbal and written communication skills, presentation skills, interpersonal skills, tact, and diplomacy;
- Ability to understand and respond appropriately to the diverse perspectives of project partners;
- Ability to plan, organize, and prioritize; coordinate multiple/complex tasks and activities; and work both independently and in a team environment;
- Strong research, analytical, creative thinking, and problem-solving skills;

- Must be able to perform under pressure at times, while adhering to timelines and deadlines;
- Ability to identify opportunities to build on existing efforts and take them to the next level;
- Willingness to travel around Rhode Island to meet with stakeholders in all regions;
- Knowledge of the principles and practices of public transit, human services, public planning, or a related field;
- Must be proficient in Microsoft Word, Excel, and PowerPoint;
- GIS experience and Spanish fluency are highly desirable;
- Interested applicants should submit a cover letter, resume and/or RIPTA employment application to the Human Resources Department by due date;
- May be required to pass an oral interview and/or written test;
- Applicant must provide RIPTA copies of any licensure and/or certifications that may be required to perform job duties prior to appointment;
- Applicant must provide RIPTA a copy of degree and/or transcripts from accredited educational institution;
- Applicant will be required to pass a nationwide full criminal background check to be conducted by RIPTA;
- Applicant will be required to submit a Bureau of Criminal Investigation (BCI) from their state of residence to Human Resources when a conditional offer of employment has been made;
- Applicants claiming Military status; should submit a copy of the DD-214 form;
- Internal applicants will be subject to evaluation of personnel file to determine eligibility and suitability for the position; to include but not limited to review of attendance, training, education, job qualification skills, commendations, and disciplinary history;
- Seniority will be calculated as the final step in the process of selection in the event any qualified applicants are determined to be "equal".

Education:

- Bachelor's Degree from an accredited college or university with major course work in Urban Studies, Regional Planning, Public Policy, Labor Relations, Public Administration, or a closely related field.
- Two years of professional experience, which can be substituted with a master's degree.

Experience:

- Experience in a Transit Planning and Scheduling environment is desirable but not required;
- Experience with GIRO-Hastus *Vehicle, Crew, ATP, and GEO* is highly desirable;
- Knowledge of RIPTA's Fixed Route System is preferred. Candidates must demonstrate a clear interest in public transportation and must have proven aptitude for the type of work described above.

Or: Any combination of education and experience that shall substantially equivalent to the above education and experience.

Independent Action:

- Performs within prescribed guidelines in accordance with departmental policies/practices.
- Refers more complex situations to other appropriate individuals.

Supervisory Responsibility:

None

Interested applicants should submit their cover letter, resume, certifications, licensure, transcript copies and RIPTA employment application to the Human Resources Department by Friday, May 3, 2024. To apply online, visit www.ripta.com/careers; via email to jobs@ripta.com; via US Postal Mail to 705 Elmwood Avenue, Providence, RI 02907. Telephone calls will not be accepted.

RIPTA is an Equal Opportunity Employer: It is the policy of the Rhode Island Public Transit Authority that no employee or applicant for employment will be discriminated against regardless of race, color, sex, age, national origin, religion, disability status, veteran status, sexual orientation, marital status and/or gender identity or expression.