



**Manager of Business Analytics - DRAFT**

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Resolution Number
TBD	Exempt	EE04-Officials Administrators	Unrepresented	11	10/26/2022	22-042

**DEFINITION:** Under general direction, maintains responsibility for the District’s business intelligence and analytics functions, activities, and staff within the Business Sciences Department. Incumbents in this position plan, organize and direct the staff and activities that include contributing to the development and implementation of policies, goals objectives, and short and long-range strategic plans and initiatives; leads and coordinates development of tools for complex business analysis and projects.

This classification is distinguished from the Director-level within the department in that the latter has overall responsibility for the District’s Business Sciences Department overseeing all programs, functions, and activities, and for developing and overseeing the implementation of policies and short and long-term strategic plan for the department. This classification is further distinguished from the classification of Principal Business Analyst by the latter’s responsibility to supervise the day-today functions of the Business Analytics work unit.

**REPRESENTATIVE FUNCTIONS may include but are not limited to the following:**

- Manages professional, technical, and administrative staff within the Business Analytics work unit; selects, trains, develops, mentors and guides staff in achieving goals and objectives; coaches and develops employees; provides constructive feedback on performance and behaviors; reviews and evaluates work; counsels and handles personnel actions as needed.
- Develops the data analytics strategy, roadmap, and implementation of business intelligence software solutions to track organizational performance, key performance indicators (KPIs), and deliver analytics products for controls and analysis reporting across organization.
- Manages the development and maintenance of key performance indicators KPI’s with operational leadership and ensure data warehouse and related databases effectively support the District’s business needs.
- Manages and oversees the regulatory Federal Transit Administration (FTA) National Transit Database (NTD) reporting detailing the District’s financial data, operating statistics, safety events, and asset condition.
- Participates in the development and directs the implementation of goals, objectives, work standards, policies procedures, short and long-range strategic plans for the assigned area.
- Serves as technical subject matter expert (SME) to maintain and deploy cloud-based analytics platform.
- Manages staff responsible for developing business intelligence dashboards, data visualizations, and self-service analytics to support District enterprise business analytics.
- Develops, administers, and controls the budget for the assigned area; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs the preparation and implementation of budgetary adjustments.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Manages special projects including the activities of outside vendors and contractors; develops project budgets and tracks expenditures for compliance; and reviews and approves special requisitions and payments including billings for materials, supplies, and services.
- Prepares and presents a variety of reports on operations, activities and special projects; presents findings to the Board of Directors, executive management, other District staff, and various public and private entities.
- Stays abreast of changing laws, regulations, procedures, innovations and emerging technologies pertaining to business analytics applicable to the transit industry and public sector agencies; communicates the business implications and impact to all key stakeholders including the Board of Directors, executive management, other District staff, and various public and private entities.
- Performs related duties as required.

**MINIMUM QUALIFICATIONS**



## Manager of Business Analytics

**Knowledge of:** Administrative principles and practices, including the development of goals and objectives, program and work organization and evaluation; principles and methods of supervision including training, motivation, team building, and conflict resolution; principles and practices of budget preparation, administration and monitoring; techniques, tools, and principles of project management; advanced statistical methods, the principles, methods, and practices of project controls and business analytics; principles and practices of quality assurance and quality control; proficiency in English usage, grammar, spelling, vocabulary, and punctuation; principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations; modern office practices and methods, including computer equipment and software programs relevant to the work performed, software for project management and control, word processing, spreadsheets, databases, and presentation at the advanced level of proficiency; pertinent District functions, policies, rules, and regulations, and labor agreements, applicable governmental regulations, laws, and legislation; techniques for providing a high level of customer service by effectively working with the public, vendors, contractors, and District staff.

**Ability to:** Effectively organize, manage, and monitor staff, contractors, consultants, and expenditures for complex research projects; provide for the hiring, professional development, supervision, work review and evaluation of staff; develop and oversee implementation of goals, objectives, complex budgets, policies, procedures and work standards; develop and implement recommendations in support of department and project goals; research the District's needs, compile and analyze information related to complex programs, evaluate the impact and cost effectiveness of alternative concepts and approaches, and write complete, concise, and coherent reports with recommendations; interpret, apply, and explain District and Board policies and procedures, labor agreements, and relevant state and federal regulations and laws; represent the District at meetings with external agencies and the public; communicate effectively both verbally and in writing; establish and maintain effective working relationships with those contacted in the course of work using principles of excellent customer service.

**Education:** Equivalent to a bachelor's degree from an accredited college or university in with coursework in statistics, business administration, information technology, or a related field. Additional experience may be substituted for education on a year for year basis.

**Experience:** Seven (7) years of experience in professional data research-oriented experience which must have included responsibility for the determination of data gathering and reporting design and methodology including two (2) years of supervisory experience. Additional education, such as a graduate degree in one of the above disciplines from an accredited college or university, may be substituted for experience on a year-for-year basis.

**License/Certification:** None.

**Physical Requirements:** (1) Must maintain the physical ability necessary to perform tasks in an office setting, operating computers, keyboards, and other peripheral equipment. Must maintain the physical mobility necessary to transport oneself to various locations around the District.

**Special Requirements:** None.

Established Date: 09/28/2022 (Res. # 22-036)

Revision Date: (Res. #)