



CONNECTING SERVICES MANAGER

STATUS: Exempt

SALARY: \$123,000 - \$188,000 per year
(\$59.14 – \$90.39 per hour)

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| SUMMARY |
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Under general direction of the Director of Rail Services, the Connecting Services Manager plans, organizes and is responsible for the day-to-day operation of the San Joaquins Intercity Bus service for the San Joaquin Joint Powers Authority (SJJPA), the Altamont Corridor Express (ACE) shuttle/bus program, and oversight of various other connecting services.

The Connecting Services Manager is responsible for coordinating the extensive network of dedicated Amtrak Thruway Buses connecting with the San Joaquins to and from destinations around California and Nevada. Thruway Bus service is critical to the performance of the overall service, with connections in Bakersfield, Sacramento, Stockton, Lodi, Oakland, Emeryville, Martinez, Hanford, Fresno and Merced, and the future connectivity to High-Speed Rail Service in Merced.

The Connecting Services Manager is also responsible for coordinating the ACE Shuttle Program, consisting of eight shuttles that operate every weekday at the ACE Great America Station to provide convenient connections with major employment sites in Santa Clara County. The Connecting Services Manager works closely with transit partners such as WHEELS to coordinate connecting shuttle services from the ACE Pleasanton Station to the BART Pleasanton Station.



REPRESENTATIVE DUTIES

This list is intended to indicate the general nature and level of work performed by employees within this classification and is not designed to be interpreted as an exhaustive listing of all tasks required of employees assigned to this job.

REPRESENTATIVE DUTIES IN ALL ASSIGNMENTS:

1. Create, plan, organize, manage and oversee the daily operations of San Joaquin and ACE shuttle/bus routes, and coordinate with other connecting services.
2. Coordinate with Federal, State, and local agencies, including other Joint Powers Authorities, and private operators.
3. Participate in the development of short and long-range planning for the of connecting services.
4. Oversee and participate in the development and administration of connecting services budget and initiate requests for funding.
5. Monitor and manage all expenses related to the San Joaquin and ACE shuttle/bus routes.
6. In coordination with the SJJPA/SJRRC Marketing team, work with connecting service providers, other agencies, and organizations along bus/shuttle routes to promote San Joaquin Thruway Bus services and ACE shuttle services.
7. Oversee regular connecting service passenger surveys for funding sources and service feedback.
8. Track and regularly report the performance of connecting services to internal staff and agency boards.
9. Maintain multi-project budgets and review cost estimates; prepare various reports including, but not limited to, monthly and annual financial management reports; perform analysis, and prepare presentations as requested.
10. Drive connecting service improvement plan to increase efficiency, improve reliability, and contain/reduce cost.
11. Assist in the development of Requests for Proposals (RFPs), scopes of work, solicitations, and contracts relating to connecting services.
12. Monitor contractor compliance with all terms and conditions related to service contracts.
13. Respond to requests for information or materials from passengers related to connecting services.
14. Respond to passenger complaints and track responses consistent with protocol.
15. May act as a liaison and assist with operational disruptions as requested.
16. Assist other departments as requested.
17. Perform other duties as assigned or required.



QUALIFICATION GUIDE

Knowledge of:

- General principles and practices of public transit and rail operations.
- General rules and compliance with federal rules related to over-the-road buses.
- Proof of payment systems for transit (eTickets)
- Familiarity with Inter City and Commuter train operations.
- Proficiency in Microsoft Office Suite, including Microsoft Excel, Word and PowerPoint.

Ability to:

- Communicate clearly and effectively, both orally and in writing.
- Deal with the public in a courteous, ethical and professional manner.
- Establish and maintain cooperative working relationships.
- Analyze bus passenger trends and adjust bus schedules accordingly.
- Make difficult decisions regarding operational and passenger situations, under stressful conditions.
- Prepare thorough and precise reports.
- Prepare and track budgets to invoices from various sources.

EDUCATION AND EXPERIENCE

Education: Minimum of a Bachelor's degree with a major in planning, transportation, or related field is highly desired.

Experience: Minimum of seven (7) years of increasingly responsible experience in a similar or a closely related field to include three (3) years of recent supervisory experience.



WORKING CONDITIONS/PHYSICAL REQUIREMENTS

(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job.)

Positions in this class typically require:

- Work may be performed in a stressful, fast-paced office environment, depending upon assignment.
- Ability to understand verbal communication and to respond effectively.
- Reaching, grasping, feeling, talking, hearing, seeing, frequent lifting of 5-30 pounds and occasionally 30-70 pounds, and repetitive motions.
- Walking, standing and/or sitting for long periods of time.
- May be exposed to dust and/or various outdoor environmental conditions.

Positions in this class may also include these factors:

- Hazardous physical conditions.
- Intense noise.
- Travel.

OTHER REQUIREMENTS

- Must possess and maintain a valid driver's license.
- Frequent driving within the ACE and San Joaquins Corridors.
- May occasionally be scheduled to work weekends and/or evenings.

San Joaquin Regional Rail Commission (SJRRRC) has a strong commitment to the community we serve and our employees. As an equal opportunity employer, we strive to have a workforce that reflects the community we serve. No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or other protected class.

SJRRRC is committed to providing reasonable accommodations to applicants and employees who need them because of a disability or to practice or observe their religion, absent undue hardship.



SELECTION PROCESS

SJRRC seeks to employ persons whose backgrounds and abilities enhance the diversity of the demographics of the community it serves. The selection process is based on merit, and shall extend to all candidates a fair, impartial examination of qualifications based on job-related criteria.

Applicants best matching the requirements of the position will be invited to take an assessment, if applicable, and initial interview. Applicants successful in the assessment and initial interview may be asked to return for additional interviews as warranted. Candidate will be required to successfully complete a drug and alcohol test, background report and physical examination prior to appointment. All offers of employment are conditional and may be rescinded upon receipt of the results of a drug and alcohol test, background report, and/or physical examination.

TO APPLY

To view current employment opportunities or to apply, please click on the following link:

[Job Listings - San Joaquin Regional Rail Commission \(applicantpro.com\)](http://www.sjrrc.com/applicantpro.com)

Applicants must submit both a resume and employment application to be considered. Applications may be downloaded from the SJRRC website at www.sjrrc.com or picked up from the address below. Resumes and employment applications may be submitted by email to hr@acerail.com or mailed to:

San Joaquin Regional Rail Commission
Attn: Human Resources
949 East Channel Street
Stockton, CA 95202

SJRRC is an Equal Employment Opportunity (EEO) Employer. Click [here](#) to view SJRRC's EEO Policy Statement.

For more information about SJRRC, please visit www.sjrrc.com.

For more information about ACE, please visit www.acerail.com.

For more information about SJJPA, please visit www.sjjpa.com.

For more information about Amtrak San Joaquins, please visit www.amtrak-sanjoaquins.com.

EMPLOYEE BENEFITS PACKAGE – MIDDLE MANAGER

San Joaquin Regional Rail Commission (Rail Commission) offers an attractive benefits package, including:

Retirement: The Rail Commission contributes the equivalent of 15% of all regular full-time employee's base salary to a defined contribution plan (401(a); five-year vesting program.

Deferred Compensation: The Rail Commission contributes the equivalent of 1% middle manager level employees' base salary to a defined contribution plan (457). All regular full-time employees may contribute a portion of their salary on a tax-deferred basis to the plan, up to the maximum allowable under IRS rules.

Medical Insurance: Employees have the choice of PPO or HMO plans. The Commission pays 100% of the employee coverage and 70% of eligible dependent coverage.

Vision Insurance: PPO Plan. The Commission pays 100% of the employee coverage and 70% of eligible dependent coverage.

Dental Insurance: PPO Plan. The Rail Commission pays 100% of the employee coverage and 70% of eligible dependent coverage.

Life Insurance: 100% of base salary up to \$200,000 of coverage paid for by the Rail Commission. Employee pays 100% of dependent life. Employee Basic Life benefit is reduced to 35% at Age 65 and 15% at Age 70.

AD&D: The Rail Commission pays 100% of premium for employee.

Long-Term Disability: The Commission pays 100% of premium for employee.

Supplemental Benefits: Supplemental benefits are offered through Allstate and are paid 100% by employee.

Vacation:

All regular full-time employees accrue vacation based on their continuous length of service, measured from date of hire and on the following schedule:

MIDDLE MANAGEMENT GROUP

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| Date of hire through the 3 rd year | 10 days |
| 4 th year through 8 th year | 15 days |
| 9 th year through 14 th year | 20 days |
| 15 th year and thereafter | 25 days |

Holidays: 10 paid regular holidays per year. 4 paid floating holidays per year accrued at the rate of one (1) day per fiscal quarter. Floating holidays may be accumulated up to a maximum of six (6) days.

Sick Leave: 12 days per year.

Administrative Leave: 40 hours of administrative leave per year for middle manager level positions.

Employee Assistance Program (EAP): The Rail Commission has an Employee Assistance Program (EAP) available at no cost to the employee.