



Job Description

JOB TITLE: Planning Manager, Knoxville Area Transit (KAT)

SUPERVISOR: Director of Planning and Public Information

JOB DESCRIPTION: Supports the service planning process through management of all service changes, providing management of staff, data reporting and analysis, and record keeping of past service changes and priorities for upcoming changes. This role is vital in ensuring the efficiency, accessibility, and equity of service.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Implements service change process at the direction of the Director of Planning and Public Information, and in coordination with the Operations department. Develops step-by-step process across departments, ensuring all steps are followed within appropriate timeframe.

Manages the work flow of Scheduling Manager and Service Delivery Specialist, ensuring deadlines are met and tasks achieved.

Evaluates transportation projects including trip generation and assignment, transit ridership, and mobility.

Manages program areas such as rider and system performance measurements, route evaluation, and bus stop inventory data and placement.

Ensures public information on routes and schedules matches internal information.

Assists Director with research, analysis, and generates reports of transit data for Title VI Analyses, National Transit Database, fare policy.

Assists Director with short range and long-range transit planning and scheduling activities. Provides regular reports related to on time performance, ridership, stop data, and other metrics as directed by the Director of Planning.

Coordinates with Director on service requests, both internal and external, providing analysis and guidance. Maintains service request list, develops priority ranking of requests.

Assists in outreach efforts and passenger satisfaction information gathering.

Responds to the public regarding service requests.

Acts as primary liaison with front line operations employees and planning department, creating effective input and communications on service change suggestions.

Assists with planning and budgeting process as it relates to service development.

Performs other duties as assigned.



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EDUCATION/EXPERIENCE:

Bachelor's degree in urban planning, transportation planning, public administration, or a related field. At least 3 years of experience in transit planning, including route design, scheduling, and data analysis; or an equivalent combination of education and experience.

MINIMUM REQUIREMENTS:

Impeccable organization skills

Excellent written and verbal communication skills, with the ability to convey complex transit planning concepts to diverse audiences

Ability to multi-task multiple transit planning related projects

Employee management training and skills

Ability to communicate with all members of the public, and respond to common inquiries or complaints from customers

Strong interpersonal skills and the ability to foster collaboration among diverse stakeholders.

Ability to calculate figures and amounts such as percentages, proportions, etc.

Computer experience using Microsoft Word, Excel, Powerpoint, and Adobe Acrobat

Ability to read, analyze, and interpret ridership and other data, as well as basic understanding of legal documents

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is regularly required to sit; use hands to finger, handle or feel objects, tools, or controls; and see, talk and/or hear. The employee occasionally is required to stand, walk and reach with hands and arms. May experience repetitive motion of wrist, hands, and/or fingers. Occasional reaching above shoulders, below waist and reaching waist to shoulders.

WORK ENVIRONMENT:

The work environment is representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level is usually quiet. Inside office conditions with moderate work pace pressure.