

## Service Analyst

### Summary of Duties:

Under the direction of the Department Head, Systems Performance and Data, collects and analyzes ridership, financial and operating data. Provides support for commuter rail planning activities, using a broad range of planning techniques from quantitative to qualitative analyses. Works in Oracle Business Intelligence software (OBIEE) to obtain ridership data based on ticket sales every month. Reviews and validates the accuracy of several reports in OBIEE to help complete monthly ridership and reduced fare statistics. Conducts research and updates databases and graphs as needed to complete the monthly ridership report. Completes detailed annual and monthly operating reporting statistics to the National Transit Database and quarterly reporting of various statistics. Collaborates with the Core Working Group Team as well as the consultant team to ensure that necessary data is captured appropriately for ridership reporting and works with team to identify and solve any issues. Audits key operating statistics for annual and quarterly reporting. Incumbent must be able to work flexible hours as needed (early mornings, late afternoons, evenings and parts of some weekends). Performs other related duties as assigned to meet the ongoing needs of the organization.

### Minimum Acceptable Qualifications:

- Must possess a Bachelor's degree in Applied Math, Economics, Statistics, Finance, Market Research, Urban Planning or related field.
- Must possess applied experience with statistical and other quantitative analyses. Applied data management and survey research preferred.
- Proficient and functional knowledge of word processing and spreadsheet software required. Proficient and functional knowledge of statistical, database management, transportation planning, Oracle Business Intelligence Enterprise Edition and geographic information systems preferred.
- Must have the ability to work effectively both as a team member and independently.
- Must possess excellent oral and written communication skills.
- Must be able to read and comprehend technical material.

**All employees are responsible for performing his/her job safely, and in accordance with the safety objectives, goals and program of the organization, ensuring compliance with applicable safety rules and regulations.**

### Other Important Information:

- Subject to a physical examination/drug test and background check to verify information regarding education, employment history, vehicle and criminal history.
- Only resumes with salary history will be considered.
- Only qualified candidates will receive consideration.
- Relocation is not available for this position.

**If you are interested in applying for a position at Metra, please send your cover letter which must include the position title, your resume and salary history to:**

E-mail: [jobs@metrarr.com](mailto:jobs@metrarr.com)

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