

Public Transportation Management

- **Division Manager**
Division Managers are often in charge of a geographic area or route system within a department. They ensure services are delivered effectively in a given area and coordinate with Department Directors to implement key policies and training.
 - ★ High school diploma or GED, three to five years of experience, BA preferred
 - 💰 \$\$\$\$ – \$\$\$\$\$
 - 👤 Division Director
- **Department Director**
Department Directors manage the operations of a given department, such as rail or bus services. They provide strategic and policy direction, implement needed staff training, and understand how large capital projects, regulations, and other large issues affect their department operations.
 - ★ High school diploma or GED, five to seven years of experience, BA/BS in field relevant to the department preferred
 - 💰 \$\$\$\$ – \$\$\$\$\$
 - 👤 Operations Officer, Senior Manager
- **Chief Financial Officer**
Chief Financial Officers lead the financial operations of transit agencies and other Public Transportation organizations. These workers set strategic financial direction for the agency and oversee everything from payroll and purchasing to grants, accounting, and the investment of agency funds.
 - ★ BA, 10 to 15 years of experience
 - 💰 \$\$\$\$\$
 - 👤 Chief Accounting Officer

- **Assistant General Manager**
Assistant General Managers provide key support to the General Manager. They may have direct oversight of day-to-day operational functions.
 - ★ High school diploma or GED and 10 to 15 years of experience, BA preferred
 - 💰 \$\$\$\$\$
 - 👤 Chief Operating Officer
- **General Manager/CEO/Executive Director**
Overseeing policies and operations, the General Manager, CEO, or Executive Director holds the top leadership position at a Public Transportation employer. These workers are the “face” of the organization, representing the agency in major communications to the government, media, the public, organized labor, and other audiences. The General Manager carries out the vision set by the Board of Directors.
 - ★ High school diploma or GED and 10 to 15 years experience, BA/BS in Public or Business Administration preferred
 - 💰 \$\$\$\$\$

Route Planning & Scheduling

Transportation Planning & Traffic Analysis

- **Traffic Specialist**
These skilled individuals use specialized software and planning techniques to analyze traffic patterns. Important for determining routes and schedules, as well as for planning capital projects, these workers help other planners see how the flow and timing of traffic will likely affect route and development plans. They analyze information on cyclists and pedestrians as well as vehicle traffic.
 - ★ BA/BS in Transportation Planning, Master’s degree preferred
 - 💰 \$\$\$-\$\$\$\$\$
 - 👤 Traffic Analyst

- **Route Planner**
These specialized workers develop the route schedules for buses and trains based on an intimate understanding of traffic and riding patterns. They develop the precisely timed schedules that vehicle operators must follow.
 - ★ High school diploma or GED, BA/BS in Urban or Transportation Planning
 - 💰 \$\$\$-\$\$\$\$\$
 - 👤 Route Cutter
- **Transportation Planner**
Transportation Planners help to develop the strategic plans for the development of new Public Transportation routes and projects. They use software and expertise to analyze operations and draft transportation and site plans for the use of land and physical facilities that maximize transportation objectives.
 - ★ BA/BS in Urban or Transportation Planning, Master’s degree preferred
 - 💰 \$\$\$-\$\$\$\$\$
 - 👤 Fleet and Capacity Planner, Planning Associate
- **Senior Transportation Planner**
Senior Transportation Planners have broad knowledge of Public Transportation and strong project management skills to oversee the studies on Public Transportation use as well as vehicle, cycling, and pedestrian patterns. Study results are reported to managers and government officials. They analyze performance to optimize systems to meet agency goals and may have direct supervisory responsibilities for the planning and analysis team.
 - ★ BA/BS in Urban or Transportation Planning, Master’s degree preferred, three to five years of experience
 - 💰 \$\$\$-\$\$\$\$\$

SALARY LEGEND:

Below \$30,000 = \$
\$30,000 to \$39,999 = \$\$
\$40,000 to \$49,999 = \$\$\$
\$50,000 to \$59,999 = \$\$\$\$
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SYMBOL LEGEND:

★ Qualifications
💰 Salary Range
👤 Alternate Titles

This area of work accounts for nearly 1 out of 10 jobs in the industry

Central Services and Administration

Public Transportation occupations

- Services Contract Manager**
 Contract management is becoming an increasingly important aspect of the Public Transportation industry, as agencies meet increasing demands for service by contracting out to private providers. The Services Contract Manager must cultivate and oversee the relationship between the transit agency and the firm providing service, and is also responsible for monitoring delivery of services in compliance with the contract. This professional oversees the drafting, planning, and coordination of fixed-route privatization contracts. The Services Contract Manager conducts quality oversight to ensure quality of service in accordance with agency expectations, and also ensures the contractor is complying with all relevant rules and regulations required of the agency, such as compliance with the ADA.

- ★ BA/BS in Transportation, Business, or Public Administration, or a related field, or equivalent work-related experience

- 💰 \$\$\$\$-\$\$\$\$\$

- 👤 Manager, Contracted Services; Contracts Manager

Crew Service Planning & Scheduling

- Data Entry Specialist**
 Workers in these jobs must be comfortable using computers and typing quickly. They enter data from records and reports using a data entry device, which is usually a computer but sometimes includes other specialized machinery. Duties may include verifying data and preparing materials for printing.

- ★ High school diploma or GED

- 💰 \$-\$\$

- 👤 Clerk, Data Entry Assistant

- Crew Caller**
 Crew Callers are the frontline workers responsible for ensuring trains and other vehicles have the right number of workers available for all shifts. If a worker is sick, Crew Callers contact other workers to find replacements.

- ★ High school diploma or GED, experience in customer service or operations dispatch helpful

- 💰 \$-\$\$

- 👤 Shift Caller

- Schedule Maker**
 Schedule Makers develop crew schedules for buses, trains, and other vehicles based upon worker availability, seniority, and labor agreement provisions in an organized labor environment.

- ★ High school diploma or GED, three to five years of experience in operations or scheduling

- 💰 \$-\$\$

- 👤 Scheduler

- Scheduling Manager**
 Scheduling Managers assign vehicle operator and crew schedules. Working with an intimate knowledge of routes and shift requirements, these workers manage a complex and shifting set of schedules that must be precisely correct to keep Public Transportation operations moving.

- ★ High school diploma or GED, five to seven years of experience in operations or scheduling

- 💰 \$\$-\$\$\$\$

Capital Project Development & Planning

Equipment Planning & Purchasing

- Equipment Purchasing Agent**
 Workers in this occupation prepare the documents needed to purchase equipment at a Public Transportation agency. They interact with vendors and the agency's purchasing department, and they track the delivery of orders made.

- ★ BA in Business Administration, Sales, or Marketing, high school diploma or GED and experience may be substituted

- 💰 \$\$\$-\$\$\$\$\$

- Principal Equipment Planner**
 Principal Equipment Planners use software to forecast and track agency needs for new equipment and major supplies, from buses and train cars to construction materials and tools. They supervise the work of Equipment Planners and Purchasing Agents and report to the Equipment Planning Manager.

- ★ BA, three to five years of experience

- 💰 \$\$\$-\$\$\$\$\$

- Equipment Planning Manager**
 These Supervisors oversee the planning and ordering of major equipment used in Public Transportation agencies. They interact with Public Transportation agency managers to determine operational needs and make presentations on equipment plans and purchasing needs to management and others.

- ★ BA, five to seven years of experience

- 💰 \$\$\$-\$\$\$\$\$

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Other Capital Project Occupations

- Capital Program Planner**
 Capital Program Planners develop site plans that involve the placement of buildings and other structures within municipal, county, or state boundaries. They apply knowledge of local zoning laws and restrictions, and other regulations affecting development. They also develop visual reports presenting site plans and recommendations.

 - ★ BA/BS in Urban Planning, Master's degree preferred
 - 💰 \$\$\$-\$\$\$\$\$
 - 👤 Capital Projects Planner
- Architect/Engineer**
 Architects/Engineers provide the technical and creative detail that construction managers and their crews need to carry out a building project. They draw technical plans and provide creative direction. Engineers work to design internal systems for a Public Transportation structure, from HVAC to electrical systems. These workers also provide the detailed specifications that construction personnel need to build.

 - ★ BA/BS
 - 💰 \$\$\$-\$\$\$\$\$
- Capital Funding Agent**
 These workers write the grant applications required for some types of competitive funding for building projects. They interact with department staff to understand funding needs, write effective grant requests, network with policymakers and grant funders, and ensure the completion of grant-related paperwork.

 - ★ BA required
 - 💰 \$\$-\$\$\$\$\$
 - 👤 Grant Writer

- Public Affairs Manager for Capital Projects**
 Building new structures can generate controversy within communities. Some Public Transportation agencies hire specialists to communicate with the public and government officials about the benefits and challenges of Public Transportation building projects.

 - ★ BA/BS and prior experience preferred
 - 💰 \$\$-\$\$\$\$\$
- Chief Sustainability Officer**
 Some employers are creating new "green" occupations to reduce their environmental impact. Chief Sustainability Officers track environmental standards and regulations, forecast agency needs, and create and coordinate plans, practices, and programs that reduce energy and fossil fuel usage, eliminate waste, or otherwise contribute to sustainable environmental practices. A new and emerging occupation, Chief Sustainability Officers may have various titles and may be found performing similar duties in a range of job groups. Often, workers with traditional job titles, such as Engineer and Architect, Construction Manager, Senior Facilities Maintenance Supervisor, and Supervisor of Equipment Planning, may perform some or all of the duties of a Chief Sustainability Officer.

 - ★ BA/BS, MA/MS and managerial experience strongly preferred; LEED AP certification preferred
 - 💰 \$\$\$\$\$

- Construction Manager**
 These individuals are the key planners/managers of the construction of Public Transportation facilities. They interact with architects and engineers, as well as suppliers, government officials, and others involved in the construction process. They oversee construction crews and contractors and provide the strategic direction for large Public Transportation construction projects.

 - ★ BA/BS in Construction Management or Construction Engineering
 - 💰 \$\$\$\$-\$\$\$\$\$

Public Transportation Business Occupations

Public Transportation includes jobs relevant in any type of business. This section contains a sampling of these jobs. Salaries and requirements are similar to those in other industries and while knowledge of the industry is preferred, many of the skills needed are less transportation-specific than in other areas of transit. Depending on the size of the employer and other factors, the organization of these areas may be different than what appears below and may include more or fewer of these occupations.

Customer Service & Sales

- Customer Service Representative** 💰 \$-\$
- Ticket Sales Agent** 💰 \$
- Assistant Customer Service Supervisor** 💰 \$\$-\$\$\$\$
- Assistant Ticket Sales Supervisor** 💰 \$\$-\$\$\$\$
- Customer Service Manager** 💰 \$\$-\$\$\$\$
- Ticket Sales Manager** 💰 \$\$-\$\$\$\$



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Public Transportation occupations

Marketing & Public Affairs

- Communications Representative \$ \$-\$-\$-\$-\$
- Marketing & Design Representative \$ \$-\$-\$
- Government Relations Specialist \$ \$-\$-\$-\$-\$
- Assistant Marketing Manager \$ \$-\$-\$-\$-\$
- Marketing Manager \$ \$-\$-\$-\$-\$
- Manager of Government Affairs & Community Relations \$ \$-\$-\$-\$-\$

Human Resources

- Human Resources Associate \$ \$-\$-\$
- Labor Relations Representative \$ \$-\$-\$-\$-\$
- Compensation/Benefits Analyst \$ \$-\$-\$-\$-\$
- Manager of EEOC and/or ADA Compliance \$ \$-\$-\$-\$-\$
- Human Resources Manager \$ \$\$\$\$

Administrative & Support Occupations

- Mail Courier \$ \$-\$
- Administrative Assistant \$ \$-\$
- Executive Assistant \$ \$-\$-\$-\$
- Office Manager \$ \$-\$-\$-\$-\$

Professional Development Training Occupations

- Senior Training Specialist \$ \$\$\$\$
- Employee Development Specialist \$ \$-\$-\$-\$
- Training Manager \$ \$\$\$\$

Finance & Accounting

- Money/Fare Counter \$ \$
- Payroll Analyst \$ \$-\$-\$
- Staff Accountant \$ \$-\$-\$-\$-\$
- Payroll Administrator \$ \$-\$-\$-\$-\$
- Accounting Supervisor \$ \$-\$-\$-\$-\$
- Comptroller \$ \$\$\$\$-\$\$\$\$
- Internal Auditor \$ \$-\$-\$-\$-\$
- Senior Internal Auditor \$ \$-\$-\$-\$-\$
- Manager of Internal Auditing \$ \$-\$-\$-\$-\$

Legal

- Lawyer/General Counsel \$ \$\$\$\$
- Real Estate Asset Manager \$ \$\$\$\$-\$\$\$\$
- Chief Counsel \$ \$\$\$\$

Purchasing

- Purchasing Support Assistant \$ \$-\$
- Assistant Purchasing & Contracts Manager \$ \$-\$-\$-\$-\$
- Purchasing & Contracts Manager \$ \$-\$-\$-\$-\$

Health & Safety

- System Safety Specialist \$ \$-\$-\$-\$-\$
- Occupational Health & Safety Specialist/Supervisor \$ \$-\$-\$-\$-\$
- Occupational Health & Safety Officer/Manager \$ \$-\$-\$-\$-\$

Insurance & Risk Management

- Assistant Claims Representative \$ \$-\$
- Claims Representative \$ \$-\$-\$-\$
- Workman's Compensation Officer \$ \$-\$-\$-\$-\$
- Senior Claims Officer \$ \$\$\$\$-\$\$\$\$
- Manager of Risk & Loss \$ \$\$\$\$

Information Technology

- Computer Specialist \$ \$-\$-\$-\$-\$
- Information Technology Manager \$ \$\$\$\$
- Information Systems Senior Manager \$ \$\$\$\$

GET moving

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