



Service Planner II

The Metropolitan Atlanta Rapid Transit Authority (MARTA) is one of the nation's largest public transportation agencies, moving millions of riders throughout our service area during the past four decades. As a part of the Department of Planning and Project Development, the Service Planner II role helps decide how MARTA service should change as the region continues to evolve and grow. The position entails using technical skills to analyze data as well as soft skills to interact with stakeholders and customers. The successful Planner II candidate will have a passion for improving public transportation and a desire to work with a diverse, dynamic team. Candidates should possess an eagerness to hone existing skills, and a desire to develop new ones.

Key responsibilities of this position include:

- Monitoring and assessing performance of fixed-route bus service
- Developing and delivering reports and presentations about service change ideas to supervisors and management
- Investigating, responding, and resolving customer comments, complaints and issues
- Completing technical tasks associated with implementing service changes
- Using Esri GIS to create maps and conduct spatial analysis
- Coordinates with other planning teams and departments within MARTA to implement service changes

EXPERIENCE

Bachelor's degree in Urban Planning, Engineering, Statistics, Geography, Decision Science, Business Administration or a related field is required. Two years of progressively responsible experience performing a wide range of transportation planning projects is preferred. Experience using the Microsoft Office suite, including Word, Excel and Powerpoint, for the development of service plans and service evaluation is required. Demonstrated ability to express oneself through written and oral communication and to conduct research and present findings in a comprehensive and clear format, problem solving skills, and computer literacy are required. Experience with Esri GIS platforms for map creation is also required. In lieu of degree, year-for-year experience may be substituted.

Send a resume to Steven Waller at swaller1@itsmarta.com and/or apply online at itsmarta.com (click [here](#) for a direct link).