

TRANSIT OPERATIONS MANAGER

DEFINITION

Under general direction to plan, organize, develop, monitor, and supervise the operations of the City's transit utility system, fleet of buses and other transit vehicles; and to perform related work as required.

MANAGEMENT RESPONSIBILITY

This is a supervisory position with responsibility for assigning, supervising, and directing the work of staff assigned to the City's transit operation including fixed route operations, dial-a-ride services, and contracted service.

EXAMPLES OF DUTIES

Provides supervision, direction and work coordination for staff assigned to the operational division; designs and evaluates operational programs and services using input from local transit users; ensures proper training of assigned personnel; oversees adherence to safety and performance standards; interprets and enforces Federal and State transportation and transit laws; assures compliance with all relevant Federal, State, and County regulatory requirements; develops budgets and administers fiscal controls for assigned functions; oversees the selection and training of all transit operations personnel; assists in the administration and conduct of overall department programs; prepares and presents a variety of oral and written reports; maintains a variety of records and files; performs Deputy Director of Transportation duties as delegated; represents assigned functions with the City staff, citizens, community organizations, and other governmental agencies as delegated.

SPECIAL REQUIREMENTS

Possession of an appropriate California driver's license

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EMPLOYMENT STANDARDS

Knowledge of:

- Modern principles, practices, and techniques of public transit utility operations and activities.
- Principles of personnel management and public administration.
- Principles of supervision and training.
- Public transit agencies, organizations, programs, and activities.
- Principles and practices of customer service, service delivery and service evaluation related to transit system operations.
- Budget development, preparation, and administration.
- Applicable City, County, State, and Federal laws, codes, and regulations affecting public transportation.
- Principles of local government, organization and financing.
- Research methods and procedures.

and

Ability to:

- Plan, organize, coordinate and direct the daily activities of the City's public transit activities.
- Provide supervision, training, and work evaluation for staff.
- Assist with formulating, implementing, and evaluating Department policies and procedures affecting provision of a comprehensive public transportation program.
- Assist with the preparation and administration of department budget and fiscal controls.
- Accurately perceive and respond to the transit service needs of community groups and individuals.
- Use personal computers and relevant software applications.
- Prepare a variety of reports and presentations.
- Research, collect, and analyze information related to public transportation.
- Interpret, explain, apply, and enforce a variety of laws, rules, and regulations.
- Effectively represent the transit operation functions of the Department with concerned individuals, organizations, and other government agencies.

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EMPLOYMENT STANDARDS (cont.)

- Establish and maintain cooperative working relationships.
- Communicate effectively orally and in writing.

and

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited “four” year college or university with major course work in public or business administration or a closely related field is highly desirable.

Work Background: Five years of progressively responsible and varied professional experience in public transit operations, including at least three years in a management, supervisory, or administrative position.

August 1992

December 1995

July 1996 (Res.# 96-78)

October 2002 (Res. # 02-100)