

TRANSIT OPERATIONS MANAGER

DEFINITION

Under general direction, plans, organizes, and manages the activities of the Transit Operations Division; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to the Assistant Director of Transportation.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from Department Director or Assistant Director. Exercises supervision over subordinate staff. Selects, trains, prepares performance evaluations, and recommends disciplinary actions for subordinate staff.

DISTINGUISHING CHARACTERISTICS

Transit Operations Manager is the head of the Operations Division of Fresno Transit. Reporting to the Assistant Director, the incumbent directs the operation, modification, and expansion of transit services and liaison activities between other City departments and various outside agencies. This is an unclassified position in which the incumbent serves at the will of the Department Director.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

may include, but are not limited to, the following:

Plans, organizes, and manages the activities of the Transit Operations Division; plans, coordinates, administers, and evaluates projects, processes, procedures, systems, and standards; develops and coordinates work plans; ensures daily service is met.

Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.

Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

Analyzes and plans transit operations; recommends improvements, modifications, or elimination of schedules and routes.

Markets and promotes the use and expansion of the transit system through meetings with community groups, the general public and by attending public hearings and informational meetings.

Responds to inquiries, complaints, and correspondence from riders and the public; prepares special reports and studies and conducts investigations related to transit operations.

Supervises transit safety and training programs and the maintenance and compilation of related records; processes compensation claims; coordinates the driver physical exam program.

Develops, prepares, and administers the Division budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.

Provide responsible staff assistance to the Assistant Director of Transportation; prepares a variety of reports on division activities.

Serve as the liaison for the Transit Operations Division with other divisions, departments, general public, and outside agencies; negotiates and resolves sensitive and controversial issues.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Operational characteristics, services, and activities of a transit operations program.

The administration and operation of public passenger transportation systems and related safety procedures, rules, ordinances, regulations, and traffic laws.

Transit planning, schedule writing, promotional methods and associated tasks.

Transit principles, practices, policies, and procedures.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Principles and practices of program development and administration.

Principles and procedures of record keeping.

Principles of business letter writing and report preparation.

Principles and practices of budget preparation and administration.

Principles of supervision, training, and performance evaluation.

Pertinent federal, state, and local laws, codes, and regulations including state and

federal requirements for mass transit systems.

Skill/Ability to:

Oversee and participate in the management of a comprehensive transit operations program.

Plan, implement, and maintain a comprehensive safety, training and development program.

Oversee, direct, and coordinate the work of lower level staff.

Select, train, and evaluate staff.

Oversee and participate in the development and administration of division goals, objectives, and procedures.

Handle labor relations problems and to participate in labor negotiations.

Prepare clear and concise reports, records, and other written materials.

Prepare and administer program budgets.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.

Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.

Operate and use modern office equipment including computers and supporting word processing and spreadsheet applications.
Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Operate modern office equipment including computer hardware and software applications.

Operate a motor vehicle safely.

MINIMUM QUALIFICATIONS

Education:

Possession of a bachelor's degree from an accredited college or university in transportation, business or public administration, or closely related field.

Experience:

Four (4) years of progressively responsible supervisory experience, with at least two (2) years of management experience in public or private transit system operations. Additional qualifying experience may be substituted for the required education on a year-for-year basis, up to a maximum of two (2) years.

Special Requirement:

Possession and continued maintenance of a valid Class C California Driver's License may be required at time of appointment.

APPROVED: (Signature on File)
Interim Director of Personnel Services

DATE: 7/5/2023