

## **TROLLEY MANAGER**

### **DEFINITION**

Under direction, plans, organizes, and manages the activities of trolley service operations and staff; promotes trolley service to the public including maintaining information concerning routes, schedules, points of interest and entertainment; and performs related work as required.

### **SUPERVISION RECEIVED/EXERCISED**

Receives supervision from the Department Director or designee. Exercises supervision over assigned staff.

### **DISTINGUISHING CHARACTERISTICS**

The Trolley Manager classification is focused on planning, organizing and managing the activities of trolley operations and staff. Responsibilities include developing, implementing and interpreting trolley services policies and procedures; evaluating and recommending modifications in work procedures and methods; participating in the development and implementation of goals, objectives, policies, and priorities; assisting in developing and monitoring the budget and expenditures; reviewing complaints and incidents and ensuring timely responses; ensuring that staff is trained on safety policies and procedures; promoting trolley services and maintaining information regarding points of interest, entertainment, schedules and routes; and performs related work as required.

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 trolley services and staff. Supervisory responsibilities include selecting, training, motivating, and evaluating assigned personnel; providing or coordinating staff training; working with employees to correct deficiencies; implementing disciplinary action procedures when necessary.

Assists in developing and implementing trolley services goals, objectives, policies, procedures and priorities.

Reviews reports and records of activities to ensure efficiencies within trolley services; compiles and analyzes data related to program activities and operations; evaluates, recommends and implements modifications to work methods as needed.

Promotes and maintains information concerning routes, schedules, entertainment, restaurants, and points of interest in the area; promotes trolley service to the public.

Develops, designs and implements sound safety policies, training and procedural recommendations; coordinates the driver training and physical exam program and ensures staff compliance with training requirements.

Prepares and reviews a variety of reports, memoranda, logs, correspondence, and other documents.

Responds to inquiries and complaints and provides timely responses.

Promotes the use and knowledge of trolley services through meetings with community groups, the general public and by attending public hearings and informational meetings.

Communicates and interprets policies, rules, regulations and procedures to staff and the public.

Assists in the development of the budget, monitoring expenditures and completes all mandated reporting associated with regulatory compliance.

Acts as the liaison for trolley services with other staff, the general public, and external agencies.

May operate cellular devices, a vehicle intercom system, radios and other communication devices as needed; reviews and completes various reports as needed, such as daily operation and accident reports.

May review pre-trip and post-trip inspection of trolley bus and identify any damage or defects in vehicle equipment for rider and driver safety and convenience; ensures all defects or deficiencies are reported to the appropriate personnel.

May be required to operate a trolley bus.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Trolley services operational functions and program needs including planning, schedules, routes and associated tasks.

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

Local geography and points of interest including streets, routes, destinations and entertainment events within the City of Fresno and the impact to trolley services planning, routes and schedules.

Principles and practices of effective employee supervision, including selection, training, work evaluation and discipline.

Principles and practices of budget preparation and administration.

Safety policies and safe work practices related to trolley operations.

Record keeping practices and report writing principles.

Principles and practices of effective customer service.

**Skill/Ability to:**

Plan, organize, coordinate and direct the work and activities of trolley service staff.

Supervise, interview, select, train, evaluate, discipline and promote staff; ensure trolleys operate on schedule and mitigate any concerns with scheduling or routes.

Coach and train staff in correct operating and safe driving practices.

Design and administer employee training programs focused on trolley services; track and ensure employee training compliance.

Review and resolve complaints courteously and tactfully.

Evaluate work procedures, methods and standards; recommend and implement changes as necessary.

Exercise sound, independent judgment and critical thinking within policy guidelines.

Maintain records and prepare clear and concise reports.

Establish and maintain effective working relationships with staff, passengers and the public.

Ensure passenger safety and a positive ridership experience.

Promote and maintain information on points of interest, entertainment, schedules and routes.

Review pre-trip and post-trip inspections to ensure the trolley bus and equipment is in a safe operating condition and report any deficiencies to appropriate personnel for appropriate corrections.

Communicate effectively, both orally and in writing.

Operate modern office equipment including computer hardware and software applications.

Perform limited repairs to trolleys and associated equipment.

Operate a trolley and/or motor vehicle safely.

### **MINIMUM QUALIFICATIONS**

#### **Education:**

Possession of a Bachelor's Degree from an accredited college or university in transportation, hospitality management, public or business administration or a closely related field.

#### **Experience:**

Four (4) years of experience in transit or trolley service operations, including one (1) year in a supervisory capacity; or four (4) years of operations management experience in the hospitality or customer service industry, including one (1) year in a supervisory capacity. 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(s):**

Possession and continued maintenance of a valid Class A or a valid Class B California Driver's License with Passenger endorsement within six (6) months of appointment. Failure to maintain the required license shall be cause for termination from this classification.

May be required to obtain and maintain additional certificates and/or license.

APPROVED: \_\_\_\_\_  
Director of Personnel Services

DATE: 7/29/2025

NEW: SM:vd 4/21/2025  
Revised: SM:scm 7/24/2025