



**HUMAN RESOURCES DEPARTMENT
Santa Cruz METRO**

*Class Code: 3125-OA58
3200-OA58*

FLSA Status: Exempt

**Assistant Operations Manager
Bargaining Unit: Management**

DEFINITION:

Under general direction of the Operations Manager – Fixed Route Division, the Assistant Operations Manager; manages, plans, organizes the Agency's transportation supervision and Operations or Paratransit Control functions. Provides technical direction and supervision over assigned professional, supervisory, technical, and administrative support staff; directs and coordinates the activities of a major section or department in the Operations or Paratransit Division; manages delivery of Santa Cruz METRO's Fixed Route and Paratransit service. Ensures Santa Cruz METRO Operations or Paratransit employees meet system performance and customer service standards and comply with related internal policies and procedures, federal and state law; performs related duties as assigned;

DISTINGUISHING CHARACTERISTICS:

This position requires knowledge of the operation and dispatch of Fixed Route and Paratransit functions including the monitoring, controlling, and scheduling of Fixed Route and Paratransit operators, supervisors and department staff. This position is distinguished from the Operations Manager – Fixed Route/Paratransit Departments in that the Assistant Operations Manager exercises independent judgment in the performance of a variety of professional, complex and difficult management duties and has overall departmental responsibilities under the direction of the Operations Manager – Fixed Route or the Operations Manager - Paratransit Department.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Oversees staff to ensure and maintain a high performance and staff conformance with Federal, State, and Local laws and regulations; Santa Cruz METRO rules and regulations, including the Drug and Alcohol Testing Policy, as well provisions of labor contracts and agreements.
- Communicates with employees in the field to provide advice and assistance on how to handle difficult, sensitive, or potentially dangerous situations as they arise.
- Communicates effectively and respectfully with people from different racial, ethnic, cultural groups, physical and intellectual abilities, lifestyle choices, and ages; is sensitive to the needs of clients.
- Participates in establishing operational plans and initiatives to meet department goals and objectives.
- Participates in developing and monitoring performance against the annual departmental budget.
- Participates in the development, implementation, and review of rules and regulations that further Santa Cruz METRO's goal of delivering exceptional public transportation service to Santa Cruz County.
- Participates in the resolution of employee concerns and grievances; makes standard interpretations of labor contract provisions to supervisors and/or staff.



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- Evaluates employee attendance, performance, and other issues; makes recommendations on discipline as required; Serves as first level hearing officer for disciplinary hearings.
- Participates in the selection and training of Operations staff.
- Perform as a hands on “working” Manager; Prepares and maintains department records and reports, including payroll, attendance, and system performance statistics; assists in determining staffing needs; Supervises, trains, and evaluates personnel.
- Prepares and presents reports at internal and external meetings as well as oral responses to questions from the public.
- May monitor in-field operations and communicates with maintenance and other departments as needed.
- May operate Santa Cruz METRO equipment for the purpose of operator training or in emergency situations.
- Under the direction of the Safety, Security and Risk Director, conducts safety training and licensing audits for Paratransit contractors; trains employees of proper ADA transit techniques and procedures.
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- Reviews and approves disciplinary actions recommended by supervisory personnel, reports and data prepared by supervisory personnel; reviews and approves Agency accident reports.
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- May coordinate services with outside agencies.
- Performs short and midterm planning for department including forecasting manpower;
- Attends meetings as assigned; may represent the Agency in court appearances as necessary.
- May assist in preparation of labor contract negotiations.
- Performs other duties as required

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and practices of Transit Bus and Paratransit operations;
- Principles and practices of Transit Bus and Paratransit operator scheduling;
- Working knowledge of standard office software (e.g., Microsoft Office) systems;
- Grievance procedures, conflict resolution procedures, and labor relations;
- Transit scheduling software (i.e. Trapeze, Hastus);
- Principles and practices of organization, administration, supervision, budgeting, and personnel management of a public transportation agency;
- Applicable local, state, and federal laws and regulations governing public transportation systems;
- The goals, organization, and management practices of a public transportation agency;
- Typical provisions found in public transit collective bargaining agreements;
- Industrial safety and general safety rules and regulations applied to a public transportation system;
- Transportation activities and operations;



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- Organizational development techniques and methods as related to curriculum development and training programs for Bus and Paratransit Operators;
- Comprehensive, specific technical knowledge of the major functions within assigned areas of responsibility.

Ability to:

- Work independently.
- Effectively motivate, train, and evaluate the performance of staff.
- Communicate effectively in oral and written form to complete paperwork, and effectively communicate with the majority of clients, employees, and the public.
- Assess and monitor budgets and departmental performance.
- Establish and maintain an effective working relationship with employees, customers and the public.
- Plan, organize, coordinate, direct, control and manage the assigned areas of responsibility;
- Oversee subordinate supervisors and delegate and/or monitor responsibilities to ensure smooth operations;
- Supervise, train, evaluate, counsel, discipline, and motivate staff in a collective bargaining environment;
- Interpret and apply laws, rules, regulations, and labor contract provisions;
- Oversee and manage Transit Bus and/or Paratransit operations and training programs;
- Plan for near and long-term Transit Bus and/or Paratransit expansion and system modifications;
- Manage the development of Transit Bus service and operating plans;
- Prepare, interpret, and effectively utilize management information reports, and provide KPI reports;
- Analyze situations and recommend and/or implement effective solutions to difficult and politically sensitive circumstances.

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

Two (2) years college level course work from an accredited college in management, business or public administration, transportation, or a closely related field; ongoing coursework in obtaining a college degree will be considered.

Experience in the following areas is preferable:

- Experience managing ADA mandated requirements in transit operation service, either publicly operated or privately operated.
- Experience managing contracts in a public transit setting.
- Experience interacting with the public, Board of Directors, and Transit advisory committees.
- Experience developing and managing a budget for operation of a relevant service or program.
- Training in Fixed Route or Paratransit supervision/management, passenger assistance techniques, scheduling software, and management principles.



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LICENSES AND CERTIFICATES:

Ability to obtain a valid Class B driver license with Passenger Endorsement and safe driving record is required at the time of application and must be maintained throughout employment. Within a one (1) year period of appointment, achieve certification in Standardized Emergency Management System (SEMS) and Incident Command Structure (ICS).

SPECIAL REQUIREMENTS:

- Required to be able to respond to Operational or emergency situations seven (7) days per week, twenty-four (24) hours per day.
- Must maintain strict confidentiality.
- Must participate in professional development activities.
- Requires occasional travel.
- May be required to implement SEMS/ICS processes and procedures during declared emergencies.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking, overhead reaching, and lifting up to 50 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

Work Environment:

The employee works in an office environment where the noise level is usually quiet. May work out in the field when needed or in areas where loud engine noise may be prevalent. When directed to do so, may need to be available to work a flexible schedule.

OTHER CONDITIONS OF EMPLOYMENT:

Must pass requisite background check.

*Adopted: November 2017

*BOD Approved: 01-26-18

*Revised: 11-16-18

*Job Family: Professional – Operations Paratransit
Professional – Operations Fixed Route