



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

Class Code: 3200-OA64

FLSA Status: Exempt

Chief Operating Officer (COO) Bargaining Unit: Management

DEFINITION:

Under policy direction, from the Chief Executive Officer/General Manager, the Chief Operating Officer organizes and directs the operation of Santa Cruz METRO's fixed route and paratransit bus system, the maintenance of both revenue and non-revenue fleet, the maintenance of all Santa Cruz METRO facilities, and contracted security services. Oversees the administration of the departments listed above, including labor relations, risk management, contract administration, safety and training, and budget oversight. Performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

Under executive direction from the CEO/General Manager, to plan, organize, manage and direct units involved with bus operations and maintenance, and operations support services; to provide administrative direction to Operations and Maintenance managers and staff. Oversees and directs all activities of the Operations and Maintenance Department, including day-to-day bus and maintenance operations, short- and long-range and strategic planning.

The Chief Operations Officer is distinguished from the Maintenance Manager and Paratransit and Fixed Route Superintendants as the COO serve as the department head or director of Transportation and Maintenance.

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.

- Plans, develops, organizes, and directs the activities of multiple operations departments, including Fixed Route, ParaCruz, Fleet and Facilities Maintenance, and/or others assigned by the Chief Executive Officer/General Manager.
- Develops standards for periodic inspections of operations and maintenance to ensure adherence to schedules and regulations; reviews overall performance of the department and recommends long-term improvements. Oversees a state of good repair for all of Santa Cruz METRO's rolling stock and facilities.
- Provides executive level oversight of the activities within the Operations Department, including dispatch, field operations, planning, security, safety and training, and risk management.
- Participates in the preparation and administration of the operating and capital budgets for Operations and Maintenance. Assists in developing specifications for the purchase of new equipment.
- Establishes co-operative relationship with the unions by participating in Labor/Management committees, problem solving, and the resolution of grievances.
- Participates in disciplinary actions.
- Assists in negotiating labor contracts and interprets the provisions of labor contracts.



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- Establishes professional standards for work quality, quantity, performance, and accountability.
- Ensures safety training compliance of department staff.
- Participates in disaster preparedness program planning and implementation.
- Prepares written reports and presentations for staff and the Board of Directors; represents the Agency at various meetings; and communicates with government officials and personnel from other transit agencies.
- Reviews and interprets existing and proposed Federal, State, and local laws, rules, and regulations.
- Assists in the development and implementation of Agency policies and procedures.
- Strategic Planning and Implementation.
- Leads the organization collaboratively with other Department Managers and may serve on behalf of the CEO/General Manager in his absence from the Agency.
- Performs other duties as assigned.
- Perform as a hands-on “working” Manager.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles, policies, practices, and procedures of transit system operations, including the establishment of routes and schedules.
- Safety and security regulations and procedures for transit agencies/properties.
- Regulations and guidelines governing public agency procurement.
- Federal, state and local regulations related to the functions of public transportation and accessible paratransit service (including the Americans with Disability Act).
- Public sector and/or transit collective bargaining, employee representation rights, management rights, unfair labor practices, and typical provisions of collective bargaining agreements.
- Administrative and Organizational management strategies, principles and practices.
- Current transportation technology and specialized computer software systems.
- Requirements of occupational safety and health standards.
- Budget management methods.
- Supervision principles.

Ability to:

- Direct the planning and execution of operations and maintenance programs and activities.
- Effectively supervise managers and supervisors, delegate authority and responsibility, and monitor activities.
- Evaluate the performance of the transit system in terms of operating costs, allocation and utilization of personnel and equipment.
- Effectively motivate, train, and evaluate the performance of staff in a labor union environment.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Strategic planning and analysis.



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- Develop and administer budgets.
- Read, interpret, and apply laws, rules, regulations, and labor contract provisions.
- Analyze problems and recommend and/or implement effective solutions to difficult and politically sensitive problems.
- Communicate, present, and report effectively in oral and written form.
- Represent the Agency before various boards, City Council, and governmental agencies.
- Establish and maintain effective working relationships with employees, union representatives, Board members, and members of the public.

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

Master's degree from an accredited college in business or public administration, transportation planning, engineering, or a closely related field.

AND

Eight (8) years of recent and increasingly responsible professional management experience, with at least five (5) years of experience with a public transit organization working within the operations and/or maintenance department.

Note: Familiarity with transit agency or transportation system activities and functions is highly desirable. Experience in a large public organization is preferred.

LICENSES AND CERTIFICATES:

A valid Class C driver license and safe driving record is required at the time of application. A valid Class C State driver license is required at the time of appointment and must be maintained throughout employment.

SPECIAL REQUIREMENTS:

- Must be able to work extended hours as needed, often outside regular business hours as required by the CEO and the demands of the job.
- Must maintain strictest confidentiality.
- Must participate in professional development activities.
- Requires occasional travel.

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,



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overhead reaching and lifting up to 20 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 collaboratively with others encountered in the course of work.

Work Environment:

The employee works in an office, shop, or bus yard environment where the noise level may be loud. May require availability to work a flexible schedule.

OTHER CONDITIONS OF EMPLOYMENT:

Must pass requisite background check.

*Adopted: November 2017

*BOD Approved: 01-26-18

*Revised: 00-00-00

*Job Family: Professional - Operations