



**HUMAN RESOURCES DEPARTMENT
Santa Cruz METRO**

*Class Code: 3100-P27
FLSA Status: Exempt*

**Operations Manager – Fixed Route Division
Bargaining Unit: Management**

DEFINITION:

Under general direction of the Chief Operating Officer (COO), the Operations Manager – Fixed Route Division directs and coordinates the activities of the bus transportation operation base, and directs and supervises the bus driver supervisors; performs other related duties as assigned. May be assigned to the Paratransit Division

DISTINGUISHING CHARACTERISTICS:

The Operations Manager – Fixed Route Division is distinguished from Operations Supervisors wherein the Operations Manager oversees the daily operations of the Fixed Route Division under the direct authority of the COO.

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.

- Supervises, trains, and evaluates supervisory personnel.
- Develops and coordinates work schedules of supervisory personnel.
- Assists in the development and presentation of the departmental budget; assists in monitoring departmental budget.
- Reviews and approves disciplinary actions recommended by supervisory personnel, reports and data prepared by supervisory personnel; reviews and approves Agency accident reports.
- Approves timecards and extra board schedules.
- Serves as first level hearing officer for disciplinary hearing.
- May coordinate special bus services with outside agencies.
- May assist in coordination of annual Santa Cruz METRO Bus Rodeo and other operator events.
- Acts as a liaison with outside agencies (such as law enforcement or radio communications carrier).
- Designs, prepares, and maintains Management Information System records.
- Participates in interviews and selection of departmental personnel.
- Performs Transit Supervisor duties as necessary.
- Prepares various reports on base activities.
- Attends meetings as assigned; may represent the Agency in court appearances as necessary.
- May assist in preparation of labor contract negotiations.
- Performs short and midterm planning for department including forecasting manpower; participates in department long range planning.
- Performs other duties as assigned.
- Perform as a hands on “working” Manager.



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EMPLOYMENT STANDARDS:

Knowledge of:

- Federal, State, and local laws and regulations pertaining to transit operations.
- The principles and practices of transit bus operations.
- The principles and practices of supervision and training.
- Two-way radio operating procedures.
- Bus operator-scheduling procedures.
- Transit management and budgeting methods.
- Provisions of local labor agreements and MOUs.

Ability to:

- Work independently.
- Communicate effectively in oral and written form.
- Develop clear and accurate records and reports.
- Monitor budgets to ensure fiscal accountability.
- Resolve grievances with employees.
- Establish and maintain effective working relationships with employees, outside agencies, labor unions, and the public.

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

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

AND

Four (4) years professional experience in business or public administration, transportation administration experience, including two (2) years managerial experience, preferably in a public agency.

Experience in the following areas is preferable:

- Experience managing an ADA complementary paratransit operation service, either publicly operated or privately operated.
- Experience managing contracts in a public transit setting.
- Experience interacting with the public, boards, and advisory committees.
- Experience developing and managing a budget for operation of a relevant service or program.
- Training in paratransit management, passenger assistance techniques, paratransit scheduling software, and management.

Familiarity with transit agency or transportation system activities and functions is highly desirable.

Experience in a large public organization is preferred.



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Knowledge of basic office equipment and personal computers. Familiarity with software programs such as Microsoft Office Suite, to include Word, Excel, Access, PowerPoint etc. A working knowledge of software such as Adobe Acrobat, SmartSheet, Visio, and web-based publication software is beneficial.

LICENSES AND CERTIFICATES:

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

SPECIAL REQUIREMENTS:

- Required to be able to respond to emergency situations seven days per week, 24 hours per day.
- 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, 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 with others encountered in the course of work.

Work Environment:

The employee works in both an office environment where the noise level is usually quiet or in a bus yard environment where the noise level may be noisy. May work out in the field when needed. 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 FR