



**HUMAN RESOURCES DEPARTMENT  
Santa Cruz METRO**

*Class Code: 3125-PP21  
FLSA Status: Exempt*

**Operations Manager – Paratransit Division  
Bargaining Unit: Management**

**DEFINITION:**

Under general direction of the Chief Operating Officer (COO), the Operations Manager - Paratransit 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 Fixed Route Division.

**DISTINGUISHING CHARACTERISTICS:**

The Operations Manager – Paratransit Division is distinguished from Operations Supervisors wherein the Operations Manager oversees the daily operations of the Paratransit 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.*

- Develops documentation to support performance of ADA complementary paratransit service in compliance with the Department of Transportation regulations implementing the Americans with Disabilities Act of 1990 (ADA).
- Develops documentation to support ADA complementary paratransit eligibility determination process in compliance with the Department of Transportation regulations implementing the ADA.
- Develops reporting standards that are comparable within the transit industry and are meaningful measures of performance.
- Prepares Request for Proposals for contractors to perform ADA complementary paratransit operations, monitoring, maintenance, and reporting.
- Participates in the evaluation of bids and awards contracts in conjunction with Senior Management for ADA complementary service provision and eligibility determination process.
- Monitors performance of contractors based on contractual requirements and policy changes made from time to time.
- Manages the collection, review, and analysis of data used for program evaluation.
- Develops and monitors the Santa Cruz METRO budget for paratransit programs; reconciles funds received through the sale fare media.
- Monitors submitted contractor invoices for accuracy and to ensure listed services were actually provided.
- Develops demand projections and updates these projections as needed for planning and budgeting purposes. Prepares technical reports.
- Participates in the hiring process for, and supervision of assigned staff.
- Meets regularly with citizen advisory groups to present system performance, listen to comments, and address policy issues.
- Meets with management regularly to discuss performance issues, and develop approaches to addressing problems as they arise.



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- Presents paratransit performance data, issues, policy change recommendations, and other information to the Board of Directors.
- Develops and manages the appeals process for program eligibility decisions and service policy decisions affecting the services received by customers.
- Reviews training programs and makes recommendations in the areas of sensitivity to the disabled community.
- Supervises, trains, and evaluates supervisory personnel.
- Reviews and approves disciplinary actions recommended by supervisory personnel, reports and data prepared by supervisory personnel; reviews and approves Agency accident reports.
- Serves as first level hearing officer for disciplinary hearing.
- May coordinate special bus 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.
- Establishes outreach programs promoting the paratransit program and resources.
- Collects and analyzes data, and develops comprehensive reports that comply with Federal and State reporting requirements.
- Performs other duties as assigned.
- Perform as a hands on “working” Manager.

### **EMPLOYMENT STANDARDS:**

#### **Knowledge of:**

- US Department of Transportation regulations implementing the public transit provisions of the Americans with Disabilities Act of 1990 (49CFR Parts 37 and 38).
- Working knowledge of the ADA in the broader context of public accommodations and employment requirements.
- Knowledge of contract management practices in a transit setting.
- Office software packages (such as Microsoft Office).
- Paratransit scheduling and reporting software in use in the industry (such as Trapeze PASS).
- Budgeting practices and procedures.
- Familiarity of grievance procedures and working in a unionized environment.
- Knowledge of the principles and practices of supervision and training.

#### **Ability to:**

- Prepare and present both oral and written comprehensive and concise reports and recommendations.
- Interpret and apply laws, regulations, policies, and procedures.
- Plan and coordinate the implementation of new procedures and projects.
- Operate an office computer including word processing and applicable software.
- Establish and maintain effective working relationship with employees, union officials, and the public.
- Monitor budgets and expenses to ensure fiscal accountability.
- Analyze data and format the results into comprehensive reports.
- Read, interpret, and apply legal and technical information.



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### 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.

#### **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.



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**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. 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 Paratransit