



**Title: Deputy Chief Operating Officer**

FLSA Status: EXEMPT

**BRIEF DESCRIPTION:**

Under the direction of the Chief Operating Officer, the purpose of this position is to assist the Chief Operating Officer in the provision of leadership and direction to the daily operations of the District’s transit services. The incumbent, working with the Chief Operating Officer, will direct and manage the assigned areas, projects and programs. The incumbent will ensure a commitment to continuous improvement of transit service delivery by identifying and developing operational strategies to ensure quality and cost effective performance focused on safety and a positive customer experience.

**ESSENTIAL FUNCTIONS:**

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

|   |   |   |   |  |
|---|---|---|---|--|
| <b>(S) Sedentary</b>  | <b>(L) Light</b>  | <b>(M) Medium</b>   | <b>(H) Heavy</b>  | <b>(V) Very Heavy</b>  |
| Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time. | Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree. | Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly. | Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly. | Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly. |

| # | Code | Essential Functions  | % of Time |
|---|------|--|-----------|
| 1 | S    | Evaluate operational effectiveness and develop and lead strategic initiatives with staff related to District’s goals regarding service reliability, cost efficiency, safety and customer satisfaction. Review and measure performance, develop key performance metrics for each operating function and recommend, implement and monitor necessary changes to ensure continuous improvement. Oversee the development of budgets for assigned areas, monitor fiscal performance and effectively align functions, responsibilities and resources. | 50%       |
| 2 | S    | Provide leadership and direction, day-to-day operational oversight of the assigned areas. Perform field reviews of the District’s operations. Collaborate with staff to develop and implement policies, procedures and practices focused on safety, efficiency and customer service.   | 40%       |



|   |  |  |     |
|---|--|--|-----|
| 3 |  | <p>Serve as member of various internal and external teams and committees and represent the District in a variety of capacities as assigned. Make recommendations to Executive Management Team, General Manager, and Board of Directors. Represent the District at national, state and local conferences. Consult with various government and regulatory agencies as well as the District’s stakeholders to explore new ideas and resolve issues. Establish and maintain an effective system of communications throughout the organization; and perform related duties as assigned.</p> | 10% |
|---|--|--|-----|

**JOB REQUIREMENTS:**

| -Description of Minimum Job Requirements- |   |
|---|---|
| Formal Education                          | <p>Four (4) years of college resulting in a Bachelor’s degree or equivalent from an accredited college or university in Business Administration, Public Administration, or a related field.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p> |
| Experience                                | A minimum of ten (10) years of progressively responsible management experience in transit operations. Management experience in bus and/or light rail operations and/or maintenance is preferred.  |
| Supervision                               | Work requires managing and monitoring work performance of a division including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.   |
| Human Collaboration Skills                | Final decisions regarding policy development and implementation are made and/or recommended. Interaction with others outside the organization requires exercising participative management skills that support team efforts and quality processes.  |
| Freedom to Act                            | The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.  |
| Technical Skills                          | Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and /or processes organization-wide. Independent judgment and decision making abilities are necessary to apply technical skills effectively.  |



|                                    |  |
|------------------------------------|--|
| Budget Responsibility              | Position as district wide fiscal responsibility. Assures that appropriate linkages exist between district-wide budget, funding limitations and service levels, to meet specific departmental and organizational goals. Monitors progress toward fiscal objectives and adjusts plans as necessary to reach them. Prepares agency financial statements and budget reports. |
| Reading                            | Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.  |
| Math                               | Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.  |
| Writing                            | Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.  |
| Certification & Other Requirements |  |

**KNOWLEDGE**

- Policies, operations, and functions of a regional transit agency
- Laws, ordinances, and regulations affecting transportation services and equipment maintenance
- High level interpersonal and communication skills including mediation and conflict resolution skills
- Principles of administration, strategic planning processes and performance management. Employer/employee relations and provisions for labor contracts
- State and federal regulations regarding the operation of transit systems and transportation safety
- Budget development and administration of capital and operating budgets
- Transit operations and maintenance functions
- Public agency procurement regulations
- Principles of transit service scheduling

**SKILLS**

- Advanced word processing, spreadsheet, presentation and database software
- Specialized software related to functional area

**ABILITIES**



- Ensure the provision of safe, reliable, and quality transit service operations
- Demonstrate commitment to customer-focused operations, accountability, transparency, integrity and equity
- Facilitate implementation of organizational change, engaging employees in the entire process and developing commitment for sustaining change
- Develop and implement strategic plans, policies and procedures
- Inspire, manage, develop and evaluate employees and effectively manage organizational change
- Establish and maintain effective working relationships with a diverse workforce including peers, staff and labor representatives
- Communicate effectively with stakeholders, external organizations, members of the public and community and advocacy groups
- Plan, organize and direct operations of a regional transit agency
- Serve on assigned local, regional, and national committees
- Collect and analyze data and prepare comprehensive reports, and effectively represent the areas for which responsible to other District divisions, the community, and the appropriate governmental bodies
- Prepare and monitor complex budgets



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-

| Sedentary   | Light  | Medium  | Heavy   | Very Heavy   |
|---|--|---|---|--|
| <b>X</b>  |  |   |   |  |
| Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time. | Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree. | Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly. | Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly. | Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly. |

**PHYSICAL DEMANDS:**

| C   | F   | O   | R   | N                             |
|---|---|---|---|-------------------------------|
| <b>Continuously</b><br>2/3 or more of the time. | <b>Frequently</b><br>From 1/3 to 2/3 of the time. | <b>Occasionally</b><br>Up to 1/3 of the time. | <b>Rarely</b><br>Less than 1 hour per week. | <b>Never</b><br>Never occurs. |

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

| -Physical Demand-                  | -Frequency- | -Brief Description-  |
|------------------------------------|-------------|--|
| Standing                           | O           | Making presentations; Observing work site; Communicating with co-workers |
| Sitting                            | F           | Desk work; Meetings  |
| Walking                            | F           | To other departments/offices; Around work site                           |
| Lifting                            | O           | Supplies; Files  |
| Carrying                           | O           | Supplies; Files  |
| Pushing/Pulling                    | F           | File drawers   |
| Reaching                           | F           | For supplies; For files  |
| Handling                           | F           | Paperwork  |
| Fine Dexterity                     | F           | Computer keyboard; telephone keypad; Calculator                          |
| Kneeling                           | R           | Filing in lower drawers  |
| Crouching                          | O           | Filing in lower drawers; Retrieving items from lower shelves/ground      |
| Crawling                           | N           |  |
| Bending                            | O           | Filing in lower drawers; Retrieving items from lower shelves/ground      |
| Twisting                           | F           | From computer to telephone; Getting inside vehicle                       |
| Climbing                           | O           | Stairs   |
| Balancing                          | R           | On step stools   |
| Vision                             | C           | Reading; Computer screen; Driving; Observing work site                   |
| Hearing                            | C           | Communicating via telephone/radio to co-workers/public                   |
| Talking                            | C           | Communicating via telephone/radio to co-workers/public                   |
| Foot Controls                      | R           | Driving  |
| Other<br>(specified if applicable) |             |  |

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Telephone, fax machine, copier, vehicle, calculator, computer and associated hardware and software.



**ENVIRONMENTAL FACTORS:**

|                          |                        |                          |                    |                   |
|--------------------------|------------------------|--------------------------|--------------------|-------------------|
| <b>C</b><br>Continuously | <b>F</b><br>Frequently | <b>O</b><br>Occasionally | <b>R</b><br>Rarely | <b>N</b><br>Never |
|--------------------------|------------------------|--------------------------|--------------------|-------------------|

|                   |                                    |                                     |                        |                   |
|-------------------|------------------------------------|-------------------------------------|------------------------|-------------------|
| <b>D</b><br>Daily | <b>W</b><br>Several Times Per Week | <b>M</b><br>Several Times Per Month | <b>S</b><br>Seasonally | <b>N</b><br>Never |
|-------------------|------------------------------------|-------------------------------------|------------------------|-------------------|

| -Health and Safety Factors- |   |
|-----------------------------|---|
| Mechanical Hazards          | N |
| Chemical Hazards            | N |
| Electrical Hazards          | N |
| Fire Hazards                | N |
| Explosives                  | N |
| Communicable Diseases       | N |
| Physical Danger or Abuse    | N |
| Other (see 1 below)         | N |

| -Environmental Factors- |   |
|-------------------------|---|
| Respiratory Hazards     | N |
| Extreme Temperatures    | N |
| Noise and Vibration     | N |
| Wetness/Humidity        | N |
| Physical Hazards        | N |

(1) N/A

**PROTECTIVE EQUIPMENT REQUIRED:** None

**NON-PHYSICAL DEMANDS:**

|   |   |   |                                   |
|---|---|---|-----------------------------------|
| <b>F</b><br>Frequently<br>From 1/3 to 2/3 of the time | <b>O</b><br>Occasionally<br>Up to 1/3 of the time | <b>R</b><br>Rarely<br>Less than 1 hour per week | <b>N</b><br>Never<br>Never occurs |
|---|---|---|-----------------------------------|

| -Description of Non-Physical Demands-         | -Frequency- |
|---|-------------|
| Time Pressure                                 | F           |
| Emergency Situation                           | R           |
| Frequent Change of Tasks                      | O           |
| Irregular Work Schedule/Overtime              | R           |
| Performing Multiple Tasks Simultaneously      | F           |
| Working Closely with Others as Part of a Team | F           |
| Tedious or Exacting Work                      | F           |
| Noisy/Distracting Environment                 | F           |
| Other (see 2 below)                           | N           |

(2) N/A

**PRIMARY WORK LOCATION:**

|                                |   |                     |  |
|--------------------------------|---|---------------------|--|
| Office Environment             | X | Vehicle             |  |
| Warehouse                      |   | Outdoors            |  |
| Shop                           |   | Other (see 3 below) |  |
| Recreation/Neighborhood Center |   |                     |  |

(3) N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.