



**Title: Director, Community Bus Services**

FLSA Status: Exempt

**BRIEF DESCRIPTION:**

The purpose of this position is to oversee the Community Bus Services (CBS) Department. This is accomplished by directing the provision of Flex service, coordinating vehicle maintenance, preparing and monitoring the department budget, supervising department staff, monitoring facility condition and needs, researching and implementing new technologies to improve service delivery, assisting in procuring new buses, developing department policies and procedures, interpreting and administering union contracts, mediating in personnel conflicts and disciplinary issues, and handling passenger complaints. Other duties include representing the department at community meetings, and coordinating with contractors.

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

| # | Code | Essential Functions  | % of Time |
|---|------|--|-----------|
| 1 | L    | Serves as liaison by communicating and coordinating with other departments regarding CBS needs, attending meetings, meeting with department staff, and delegating and directing staff in communicating with other departments.   | 40 %      |
| 2 | S    | Manages proper staffing and scheduling by monitoring attrition and hiring needs, monitoring and adjusting CBS staff schedules, overseeing scheduling to ensure proper coverage is maintained, and delegating and directing staff in monitoring staffing needs.   | 20 %      |
| 3 | L    | Develops and implements policies and procedures to ensure compliance with Union contracts by overseeing development of SOP's, monitoring procedures and staff actions for compliance with union contracts, overseeing development and implementation of quarterly bids, developing and monitoring adherence to CBS policies, and communicating with Union representatives. | 20 %      |
| 4 | L    | Oversees and monitors CBS routes and service provisions by communicating and coordinating with Scheduling and Planning departments, reviewing running times and late buses on existing routes, making field checks of routes, communicating with Operators on issues on their routes, and communicating with passengers regarding complaints.                              | 20 %      |



**JOB REQUIREMENTS:**

| -Description of Minimum Job Requirements- |  |
|---|--|
| Formal Education                          | <p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Business Administration, Public Administration, Management 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 seven (7) years of experience in public transportation, with four (4) years of experience in a bus or paratransit operations environment and three (3) years of supervisory experience.   |
| Supervision                               | Work involves problem solving and mediating highly conflicting, unexpected and unusual problems involving multiple groups. Applies broad management responsibility for a large program or set of related functions. Provides direct and indirect supervision to lower level personnel.   |
| Human Collaboration Skills                | Recommendations regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.   |
| Freedom to Act                            | The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.   |
| Technical Skills                          | Advanced: 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 has major fiscal responsibility. Is responsible for department-wide financial decisions. Assures that appropriate linkages exist between budget requests and departmental goals and objectives. Monitors budget plan, and adjusts as necessary.   |
| 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                                      | Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. 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 | Possession of a valid California driver's license is required with the ability to obtain and maintain a valid Class B driver's license, with Passenger and Airbrake endorsements.                                       |

| <b>KNOWLEDGE</b>   |
|--|
| <ul style="list-style-type: none"> <li>• Small Bus/Paratransit and flexible services, business systems, policies, procedures and functions, and the laws, ordinances, rules, regulations and codes applicable to the functional areas assigned.</li> <li>• Transportation and vehicle maintenance operating standards, procedures and processes.</li> <li>• Budget development and administration, as well as principles of management, supervision and training.</li> </ul> |

| <b>SKILLS</b>  |
|--|
| <ul style="list-style-type: none"> <li>• Advanced word processing, spreadsheet, presentation and database software</li> <li>• Specialized software related to functional area</li> </ul> |

| <b>ABILITIES</b>  |
|---|
| <ul style="list-style-type: none"> <li>• Plan, organize, direct, coordinate and supervise work and staff engaged in the assigned functional areas is required.</li> <li>• Ensure operational requirements compliance.</li> <li>• Implement and administer new and existing programs, policies and procedures.</li> <li>• Remain current with evolving federal, state and local laws or decisions affecting the department.</li> <li>• Deal with difficult people and situations.</li> <li>• Speak clearly and communicate messages to individuals at all levels within the District and public at large.</li> <li>• Organize information clearly and precisely.</li> <li>• Manage and supervise staff.</li> <li>• Analyze and resolve a variety of complex administrative issues.</li> <li>• Serve as ombudsman and advocate for traditional and non-traditional flexible services.</li> <li>• Obtain and maintain a valid Class B California driver's license, with passenger and air brake endorsements and current medical certificate.</li> <li>• Comply with the random drug testing provisions for safety-sensitive classifications as required by the Department of Transportation (49 CFR, Part 655).</li> <li>• Obtain and maintain Verifiable Transit Training requirements.</li> </ul> |



**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>      | <b>Frequently</b>            | <b>Occasionally</b>    | <b>Rarely</b>              | <b>Never</b>  |
| 2/3 or more of the time. | From 1/3 to 2/3 of the time. | Up to 1/3 of the time. | Less than 1 hour per week. | 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, observing work duties, communicating with co-workers |
| Sitting                         | F           | Desk work, meetings, driving  |
| Walking                         | O           | To other departments/offices, around work site  |
| Lifting                         | O           | Supplies, equipment, files  |
| Carrying                        | O           | Supplies, equipment, files  |
| Pushing/Pulling                 | R           | File drawers, equipment, tables and chairs  |
| Reaching                        | R           | For supplies, for files   |
| Handling                        | R           | Paperwork   |
| Fine Dexterity                  | F           | Computer keyboard, telephone keypad, calculator   |
| Kneeling                        | R           | Filing in lower drawers, retrieving items from lower shelves/ground                             |
| Crouching                       | R           | Filing in lower drawers, retrieving items from lower shelves/ground                             |
| Crawling                        | R           | Under equipment   |
| Bending                         | R           | Filing in lower drawers, retrieving items from lower shelves/ground                             |
| Twisting                        | R           | From computer to telephone, getting inside vehicle  |
| Climbing                        | R           | Stairs  |
| Balancing                       | N           |   |
| Vision                          | F           | Reading, computer screen, driving, observing work site  |
| Hearing                         | O           | Communicating via telephone/radio, to co-workers/public   |
| Talking                         | O           | Communicating via telephone/radio, to co-workers/public   |
| Foot Controls                   | R           | Driving   |
| Other (specified if applicable) |             |   |

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

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          | R |
| Chemical Hazards            | N |
| Electrical Hazards          | N |
| Fire Hazards                | N |
| Explosives                  | N |
| Communicable Diseases       | R |
| Physical Danger or Abuse    | N |
| Other (see 1 below)         | N |

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

(1) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

**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                                 | O           |
| Emergency Situation                           | R           |
| Frequent Change of Tasks                      | F           |
| Irregular Work Schedule/Overtime              | R           |
| Performing Multiple Tasks Simultaneously      | O           |
| Working Closely with Others as Part of a Team | F           |
| Tedious or Exacting Work                      | O           |
| Noisy/Distracting Environment                 | N           |
| 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.