



**Title: Director, Operations Projects**

FLSA Status: Exempt

**BRIEF DESCRIPTION:**

The purpose of this position is to perform professional analytical and technical level project work in the administration, coordination and management of projects or programs related to transportation operations. This position is responsible for the development and integration of programs and associated projects to achieve strategic business goals and operational objectives. The incumbent provides strategic support, guidance and management for projects, programs and policy assignments and resolves conflicts that impact projects, and makes recommendations to management on services and conflict resolutions. The incumbent is responsible for assisting with the continuous improvement initiative of the transportation department and tracks the progress of projects to support SacRT’s strategic objectives.

**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
1	S	Plan, organize and administer/manage various transportation projects, programs and services involving operations. Perform research and analysis in the development of program activities, including program compliance and eligibility, regulatory issues, and funding requirements. Monitor and evaluate program effectiveness and outcomes; prepare periodic or specialized reports of program activities. Make presentation to senior management/Executive Management as it relates to project or program work. Recommend modifications to departmental programs, policies and procedures as appropriate to improve program efficiency and effectiveness. Research and analyze department operations for efficient and effective services. Assist with the compilation and analysis of performance measures associated with SacRT’s program requirements, in addition to internal measures and reports, as required, to maintain efficient operations. Manage reporting and compliance guidelines. Responsible for project management coordination and controls consistent with both project and operational needs. Develop strategies to resolve potential problems with contracts and manage contracts effectively to meet established goals and objectives.
2	S	Develop a budget and track and analyze expenditures. Conduct surveys and perform research and statistical analysis on administrative, fiscal and operational problems. Assist in determining financial methods, procedures and costs pertaining to a departmental service or program; conducts cost benefit analyses and reviews and prepares financial and statistical reports. Assist with the development of capital and operating budgets.
3	S	Monitor contracts to ensure compliance with agreements and requirements. Coordinate, develop, and update various transit plans as necessary. Prepare and



		present complex statistical reports, documentation and correspondence. Develop, track and analyze performance measures . Analyze systems, develop and present options to automate, continuously improve, upgrade and integrate functionality. Work closely with SacRT's service contractors and identify actions needed to improve overall service quality. Work with planning staff to identify schedule and alignment improvements based on field observations and performance data. Research and recommend upgrades of transportation software applications or hardware systems as needed for desired performance of operations. Advise management on the formulation and administration of plans and policies for transportation operations activities. Assist with developing, coordinating and recommending changes for the improvement of workflow.
4	S	Develop trusted relationships with regional partners to ensure successful new work and ongoing system support. Prepare and present reports and recommendations on transportation programs and issues. Prepare information and material for dissemination regarding SacRT's transportation programs. Maintain good working relationships with community groups and organizations.



**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</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	<p>A minimum of seven (7) years of experience implementing and managing projects or programs in transportation, transit planning, transit operations or transportation service related industry.</p>
Supervision	<p>Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed.</p>
Human Collaboration Skills	<p>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.</p>
Freedom to Act	<p>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.</p>
Technical Skills	<p>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</p>
Budget Responsibility	<p>Position has moderate fiscal responsibility. May be responsible for the billing, collection and/or accounting of funds. May be responsible for the handling and balancing of cash. .</p>
Reading	<p>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.</p>
Math	<p>Intermediate - Ability to deal with a system of real numbers; and 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.</p>
Writing	<p>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.</p>
Certification & Other Requirements	<p>Ability to obtain and maintain a CA Class C driver's license. Project Management Professional Certification desirable.</p>



<b>KNOWLEDGE</b>
<ul style="list-style-type: none"> <li>• Principle and practices of program management, analysis and coordination.</li> <li>• Principles of program performance measurement, systems analysis, and statistical measurement.</li> <li>• Methods and techniques of conducting statistical analyses, and tracking, recording, and presenting statistical data.</li> <li>• Methods and techniques of evaluating programs and making recommendations on new programs to be offered.</li> <li>• Effective communication, presentation, and facilitation methods and practices.</li> <li>• Methods of reporting information.</li> <li>• Principles and practices of organization and public administration.</li> <li>• Principles, methods, and practices of municipal finance, budgeting and accounting.</li> <li>• Principles, methods, and practices of procurement, contracting, and/or grant writing.</li> <li>• Applicable Federal, State and local laws and regulations.</li> <li>• Budget preparation and cost control.</li> <li>• Effective management and motivational techniques.</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> <li>• Intermediate techniques in statistical analysis.</li> <li>• Email, contact management, and scheduling software.</li> </ul>

<b>ABILITIES</b>
<ul style="list-style-type: none"> <li>• Effectively administer assigned program responsibilities.</li> <li>• Analyze, compare, prioritize and evaluation complex data.</li> <li>• Apply customer service skills, continuously representing the District in a positive way, handling all internal/external contacts with courtesy, diplomacy, and tact.</li> <li>• Review organization and administrative problems; recommend and implement appropriate courses of action.</li> <li>• Conduct research, prepare and present advocacy materials in a clear and concise manner both orally and in writing.</li> <li>• Define problem areas, collect and evaluate data and recommend alternative solutions to complex issues and problems. Formulate recommendations and project consequences of recommendations. Be creative in developing and introducing new ideas, using initiative and good judgment.</li> <li>• Effectively present information and respond to questions from groups, managers, customers, and the general public.</li> <li>• Establish and maintain effective working relationships with employees, other agencies and the public.</li> <li>• Exercise independent sound judgment and make decisions in a manner consistent with the essential job functions.</li> <li>• Extract and analyze statistics and written information from reports and transfer to other documents.</li> </ul>



- Successfully manage multiple programs/projects, priorities and schedules simultaneously.
- Lead project teams to positive solutions and outcomes.
- Learn departmental systems, methods, tasks, and procedures.
- Learn District and other departmental operation policies and procedures.
- Manage and administer a broad range of tasks including resolving complaints, counseling managers and employees on the interpretation of policies, procedures and union agreements.
- Prepare written reports and correspondences, and presentations to senior leadership as required.
- Prioritize and organization multiple activities for self and staff.
- Project consequences and financial costs of proposed actions, and make and supporting recommendations and positions.
- Speak clearly and communicate messages to appropriate individuals.
- Speak to groups.
- Work under deadlines, urgent situations and emotional/confrontational situations that require instructing, persuading and motivating people.



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	Medium	Heavy	Very Heavy
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
Continuously 2/3 or more of the time.	Frequently From 1/3 to 2/3 of the time.	Occasionally Up to 1/3 of the time.	Rarely Less than 1 hour per week.	Never 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	C	Desk work; meetings; driving
Walking	F	To other departments/offices; around work site
Lifting	O	Supplies; equipment; files
Carrying	O	Supplies; equipment; files
Pushing/Pulling	O	File drawers; equipment; tables and chairs
Reaching	F	For supplies; for files
Handling	C	Paperwork
Fine Dexterity	C	Computer keyboard; telephone keypad; calculator
Kneeling	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground; making repairs
Twisting	F	From computer to telephone; getting inside vehicle
Climbing	O	Stairs; Step stools
Balancing	R	On step stools
Vision	C	Reading; computer screen; driving; observing work site
Hearing	C	Communicating via telephone/radio to co-workers/public; listening to equipment
Talking	C	Communicating via telephone/radio to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

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

ENVIRONMENTAL FACTORS:

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

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

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

<b>-Environmental Factors-</b>	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

NON-PHYSICAL DEMANDS:

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

<b>-Description of Non-Physical Demands-</b>	<b>-Frequency-</b>
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
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.

## **CLASS HISTORY:**

Adopted: 01/2019  
Revised:  
Title Change:  
Maintenance  
Update:  
Abolished:  
Job Key: TBD