



Title: Director, Scheduling

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to oversee the tasks and projects that the Scheduling Department is responsible for and provide guidance and vision for the direction of the Department. This is accomplished by having an understanding of service planning, transit scheduling and runcutting and overseeing tasks performed by people in multiple departments to ensure that projects are completed on time and accurately.

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.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) 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.

#	Code	Essential Functions	% of Time
1	L	Prepares schedule and runcut by developing, implementing, and maintaining bus, train, and community bus service schedules for new routes and modification or deletion of existing routes, defining trips, transfer and intermediate points, and departure and arrival times, determining appropriate running times and headways for individual schedules, creating vehicle blocks in conformance with vehicle quotas, preparing alternative schedules for special events, emergency, and detour route service, and developing run cuts through input and analysis of operational legality in compliance with run type quotas, contractual requirements, District operational requirements, and city, state, and federal ordinances and laws.	30 %
2	S	Manages software projects by completing project management components of software implementation, communicating between District's information technology staff, project management, and end users, overseeing installation, and managing data used for maintaining routes, trips, and stops trips for each provider in the multi-agency database.	25 %
3	S	Assists Short Range Planning staff in the creation and modification of new or existing routes and analyzing demographic, ridership and other statistical data.	15 %
4	S	Manages the communication and coordination of scheduling by communicating changes in scheduling to departments and utilizing an understanding of the needs of each department and the information they need to implement their service-related projects.	20 %



5	S	Maintains operator bidding by overseeing and insuring quality control for accuracy and correct maintenance of operator bidding and bid changes, utilizing knowledge of bidding and dispatching rules, and publishing weekly changes to staff.	5 %
6	S	Manages the vehicle-bound equipment that provides stop announcements, passenger counts and vehicle location project by overseeing all coordinated work ensure that all databases are synchronized. Scheduling and overseeing the collection of location and announcement data, scheduling and maintaining updates for the fleet of District vehicles, and working with maintenance employees to address minor maintenance problems.	5 %

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 Mathematics, Statistics, 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 seven (7) years of experience in scheduling, run cutting, transportation operations or planning, including 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	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	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	

KNOWLEDGE
<ul style="list-style-type: none"> • Scheduling, blocking, and run cutting. • Transit union work rules. • Transit operations planning and scheduling. • Statistical analysis and data management. • Time management techniques and strategies. • Business and management principles related to people and resource allocation. • Written and verbal communication skills.

SKILLS
<ul style="list-style-type: none"> • Route definition, trip building, blocking, advanced runcutting, and rostering. • Advanced word processing, spreadsheet, presentation and database software • Specialized software related to functional area

ABILITIES
<ul style="list-style-type: none"> • Work under short turnaround times to complete service changes. • Make decisions with little or no direction. • Manage and interact with other people. • Deal with difficult people and situations. • Handle all internal/external contacts with courtesy, diplomacy, and tact.



- Work well with others.
- Perform work under stressful situations.
- Meet deadlines.
- Be flexible and change direction if necessary.
- Manage multiple tasks and functions at the same time.
- Deal patiently with the general public.
- Think critically and make sound decisions.
- Supervise, motivate, direct, and develop subordinates.



OVERALL PHYSICAL STRENGTH DEMANDS:

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

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

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computer and associated hardware and software.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	R
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	S
Noise and Vibration	M
Wetness/Humidity	S
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
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	O
Noisy/Distracting Environment	O
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.