



Title: Vice President, Operations

FLSA Status: Exempt

BRIEF DESCRIPTION:

The Vice President, Operations, working collaboratively with the Vice President, Maintenance, is responsible for all bus and light rail field operations. This includes the dispatch of all bus and light rail operators, radio communication with all vehicles in service, field supervision of all service including coordination between bus and rail service. This position is responsible for all operator and transportation supervisor training, service scheduling and run cutting. This position will also be responsible for innovative new services like microtransit services and the operational transition to zero emission vehicle technology. The Vice President of Operations will coordinate with community partners over issues of service expansion, reduction and service quality. The incumbent collaborates with other Executive Management Team members to ensure a commitment to continuous improvement of transit service delivery and strategic system development. The incumbent is expected to act as a top level advisor to the General Manager/CEO and the District’s governing board.

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
1	S	Maintains executive level operational oversight of SacRT’s Bus and Light Rail Operations System, including day-to-day transportation responsibilities, and critical business and support functions, including service scheduling and operator training. Performs field reviews of the District’s operations. Directs the development of service delivery plans to efficiently and effectively manage SacRT’s bus and rail services. Develops and executes programs to improve service quality, reduce costs increase employees productivity, and increase revenue and ridership. Establishes, regularly reviews and monitors key performance indicators for each operating function. Monitors operating performance, facilitates problem resolution, and directs efforts to achieve continual improvement in service quality. Participates in executive staff meetings. Conducts grievance hearings. Reviews rules, policies and procedures for accuracy and consistency.
2	S	Evaluates and recommends ways to ensure quality and cost-effective performance focused on safety and positive customer experience. Assures that



		<p>all training programs are reviewed regularly, training staff is appropriately trained and qualified, that all initial and recurrent training requirements are met and that training content is current and responsive to identified training needs. Coordinates activities within Operations, to assure peak performance and productivity, as well as conformance with established and/or mandated external regulations and policies affect SacRT operations. Develops and implements strategic business plans focusing on rail and bus transportation needs in cooperation with all SacRT departments involved in regional decisions. Works with regulatory agencies to assure that service is operated in conformance with all Federal, State and Local regulatory requirements. Monitors service performance and assures service quality issues (passenger complaints, missed trips, chronically late service, operator training issues and excessive wait times) are addressed. Reviews monthly budget reports from each operations department. Monitors capital spending for projects within the operations division. Reviews annual budget proposals from each operations department. Develops annual budgets, departmental goals, performance indicators and implements necessary changes to ensure continuous improvement.</p>
<p>3</p>	<p>S</p>	<p>Receives and reviews material from equipment manufacturers regarding new technology. Evaluates technology from other manufacturers and transit operators. Participates in APTA forums on transit operations, technology specifications and service scheduling. Provides executive level direction and oversight for the development of rail, bus and community bus services operations programs, vehicle requirements and operator programs. Supervises the work of the Director, Transportation; Director, Light Rail; and Director, Scheduling.</p>
<p>4</p>	<p>S</p>	<p>Serves as member of various teams and committees. Represents the Executive Management Team in a variety of capacities as assigned. Formulates policies, procedures, and practices for the assigned functional areas and makes recommendations to Executive Management Team, General Manager, and Board of Directors. Represents the District at national, state and local conferences. Consults with other government agencies, the business community, and private organizations to explore new ideas and resolve issues. Develops and maintains cooperative working relationships with labor groups and monitors and assures the consistent application of negotiated labor provisions. Establishes and maintains an effective system of communications throughout the organization; and Performs related duties as assigned.</p>



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.</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>Must have 10 years of progressively responsible, supervisory or management experience, in a bus or light rail operations environment.</p>
Supervision	<p>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.</p>
Human Collaboration Skills	<p>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.</p>
Freedom to Act	<p>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.</p>
Technical Skills	<p>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 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.</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>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.</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	



KNOWLEDGE	
)	District policies, procedures, and functions.
)	Principles, policies and practices of transit management and administration.
)	Laws, ordinances, rules, regulations, and codes applicable to the functional areas.
)	Budget development and administration and capital planning.
)	Principles of team leadership, team building, motivation and conflict resolution.
)	Governmental function, organization and relationships.
)	Social, political and environmental issues influencing transit programs
)	Public transit technology and information systems capabilities and issues.

SKILLS	
)	Advanced word processing, spreadsheet, presentation and database software.
)	Specialized software related to functional area.

ABILITIES	
)	Plan, organize, direct, coordinate and supervise work and staff engaged in the assigned functional areas.
)	Learn District policies, procedures and practices.
)	Understand, interpret, and apply related laws, rules, regulations and policies.
)	Gather, assemble, analyze and evaluate facts evidence, data and other information in order to draw reasonable and fair conclusions and make sound decisions.
)	Negotiate equitable settlements and solutions for grievances and other labor disputes, risk claims against the District and other settlements.
)	Serve as an advisor to the General Manager/CEO and Board of Directors.
)	Analyze and resolve a variety of complex organizational, staffing, space needs and other issues.
)	Maintain comprehensive records and reports.
)	Prepare clear and concise written and oral reports.
)	Communicate clearly and effectively, both orally and in writing, with internal and external contacts.
)	Establish and maintain cooperative working relationships.

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 duties, communicating with co-workers
Sitting	C	Desk work, meetings
Walking	F	To other departments/offices/office equipment, around work site
Lifting	R	Files, supplies, equipment
Carrying	R	Files, supplies, equipment
Pushing/Pulling	O	File drawers, tables and chairs
Reaching	O	For supplies, for files
Handling	O	Paperwork
Fine Dexterity	O	Computer keyboard, calculator, telephone pad
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers
Crawling	N	
Bending	R	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	R	From computer to telephone
Climbing	O	
Balancing	R	
Vision	C	Reading, computer screen
Hearing	C	Communicating with co-workers and public and on telephone
Talking	C	Communicating with co-workers and public and on telephone
Foot Controls	R	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, various office equipment, and 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	N
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	N
Extreme Temperatures	S
Noise and Vibration	N
Wetness/Humidity	S
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED: None

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	O
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	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			

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: 12/2018
Revised:
Title Change:
Maintenance
Update:
Abolished:
Job Key: 60006475