



Title: Vice President, Transit Services / Chief Operating Officer

FLSA Status: EXEMPT

BRIEF DESCRIPTION:

This purpose of this position is to provide executive direction and strategic management over the activities of the District’s transit operations delivery and maintenance services. The incumbent provides leadership and strategic direction in policy development activities for assigned areas and directs cross functional planning and major strategic level projects. The incumbent collaborates with other Executive Management Team members to ensure a commitment to continuous improvement of transit service delivery and strategic development. The incumbent serves as a key 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 Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	(L) Light Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	(M) Medium Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	(H) Heavy Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	S	Program, Policy, and Procedure Review, Analysis, and Support: Maintains executive level operational oversight of the District’s Bus and Light Rail System, including both day-to-day transportation and maintenance responsibilities, and critical business and support functions, including service scheduling and operator training. Performs field reviews of the District’s operations. Participates as a key member of the District’s Capital Program Committee, which has responsibility for development of the District’s multi-year Capital Improvement Program; Establishes, regularly reviews and monitors key performance indicators for each operating function. Participates in executive staff meetings. Conducts grievance hearings. Reviews rules, policies, and procedures for accuracy and consistency.	40%
2	S	Department Administration: Evaluates and recommends ways to ensure quality and cost-effective performance focused on safety and positive customer experience. 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. Performs other duties as assigned.	30%



3	S	<p>Project Oversight and Management: 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 programs, vehicle requirements, operator programs, and maintenance requirements. Reviews specification language with operations, procurement, and engineering staff and provides technical direction. Attends design review meetings with consultants, architects, and engineers to review plans and specifications. Attends meetings with consultants and planning staff to review future capital projects. Reviews drawings, specifications, and budget estimates for District projects. Performs other duties as assigned.</p>	20%
4	S	<p>Executive Duties: Represents the District at national, state, local and regional meetings/conferences and participates on various committees. Consults with other government agencies, business community, and private organizations to resolve issues, explore opportunities. Participates and presents information at public meetings. Formulates policies, procedures, and practices for the assigned functional areas and makes recommendations to Executive Management Team, General Manager, and Board of Directors. Establish and maintain an effective system of communications throughout the organization. Performs other 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, Engineering 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	<p>A minimum of ten (10) years of progressively responsible management experience in public transit operations. Management experience in bus and/or light rail operations and/or maintenance is preferred.</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	<p>Final decisions regarding policy development and implementation are</p>



Collaboration Skills	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 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.
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
<ul style="list-style-type: none"> • 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 • Rail engineering and construction principles • Rail transit and railroad engineering, operations, and safety rules



- Budget development and administration of capital and operating budgets
- Transit vehicle technical specifications and standards
- 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
- Resolve sensitive issues raised by the community on District operations
- 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 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
X				
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; 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 (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, copier, vehicle, calculator, 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	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:

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	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.