



JOB DESCRIPTION

JOB TITLE: Operations Manager
FLSA STATUS: Exempt
REPORTS TO: Transit System Program Manager
GRADE LEVEL: 15
SALARY RANGE: \$75,507 – \$96,650
HIRING RANGE: DOE

ESSENTIAL FUNCTIONS:

The Operations Manager manages fixed route and demand response operators, providing them with the guidance, training and tools, policies and procedures necessary to do an effective job. Hires quality operators and assures policies and procedures are followed and levying discipline, when necessary, up to and including termination. Assures the public is receiving the highest quality service possible and that the goals and objectives of the District are met and the mission statement is carried out.

POSITION SPECIFIC RESPONSIBILITIES:

- Monitors and supervises operator performance and policy adherence to assure a high quality of fixed-route and paratransit service is provided to the public
- Monitors sick leave, late reports, accidents, and customer comment records
- Assists operators with day-to-day issues, such as payroll issues, issues with passengers, equipment issues, questions regarding policies and procedures, sick leave, vacation
- Assesses, develops, and provides appropriate training as necessary
- Conducts investigations, interviews, and levies discipline for operators concerning performance issues, up to and including termination
- Evaluates operators' performance annually
- Develops, plans, and implements ways to improve operator performance
- Reviews and updates Operator's Manual to incorporate Operator input, revisions to District policies and procedures, and changing laws and regulations
- Works in partnership with Risk Management to manage complex or long-term, on-the-job injury absences
- Responds to incident reports
- Plans, oversees, and evaluates transit services and operations
- Responds to customer comments, taking corrective actions with the operator and following up with the customer
- Responds to issues brought forth by other departments in the District
- Collaborates with other departments to resolve operator and policy issues and improve overall working environment
- Visits the field to interact and develop positive rapport with operators, road supervisors and the public to assure safe, courteous and reliable service

- Writes correspondence to include memos to operators regarding policies and procedures and general information, letters to customers regarding service issues and responses to complaints and interdepartmental emails
- Prepares, reviews, interprets and analyzes a variety of information, data, and reports
- Makes recommendations and presentations on findings
- Develops and/or assists in the development and administration of the department budget
- Provides representation at a variety of meetings, events, training sessions, and/or on District committees
- Responds to and represents the District at grievances, complaints, lawsuits, and arbitrations as required
- Participates in the development of services, programs, policies, and procedures in assigned area of responsibility
- Ensures consistency with District programs
- Performs other duties of a similar nature and level as assigned
- Monitors and administers budgets, contracts, and/or related operational measures

KNOWLEDGE/SKILLS:

- Bachelor's Degree in Business, Transportation, or a related field and five years related experience, including two years progressively responsible leadership experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above
- Supervisory experience in a union environment
- Management, supervisory and leadership skills
- Must have a valid driver's license
- Must be willing to work evenings and weekends as assigned
- Knowledge of applicable federal, state (CA & NV), and local laws, rules, regulations, codes, and/or statutes
- Knowledge of labor laws and the bargaining agreement with the Teamsters, Local 533
- Knowledge of public transportation service administration and public relations principles
- Providing customer service and client support
- Utilize a computer and relevant software applications and general office equipment
- Communication and interpersonal skills as applied to interactions with coworkers, supervisors, and the general public sufficient to exchange or convey information and to receive work direction

ABILITIES:

- Interpret and apply TTD policies and procedures, as well as federal, state, and local laws and regulations
- Supervise and/or provide leadership
- Analyze and interpret fiscal, statistical, operational data and/or other related information and develop and implement recommendations based on findings
- Conduct research and/or investigations
- Problem solving and effective decision making
- Prepare reports, presentations, training materials, promotional materials and/or other related documentation and correspondence
- Provide daily operational guidance and supervision, ensuring regulatory compliance
- Manage and administer projects, programs or operational activities

ANALYSIS:

High level of analytic ability in highly unusual and exceedingly complex problems. Requires advanced mathematics, statistics and/or modeling.

DECISION MAKING:

Utilizes judgment and common sense in balance with analytical rigor in interpreting general agency guidelines when making decisions. Ability to exercise flexibility in thought-process needs to, at times, suggest to senior management non-standard solutions tailored to specific circumstances.

DEPARTMENT MANAGEMENT:

Requires management of large unit including strategic planning and budgeting of unit. May have several managers as direct reports.

PROJECT MANAGEMENT:

Manages a mid-size project and/or program with moderate to high complexity. May include complex multi-agency issues.

COMMUNICATION LEVEL:

Requires ability to influence and motivate via verbal and/or written communication. Makes presentations at large or influential public forums on highly controversial issues. Presentations may involve creation of solutions with negotiations.

WORKING CONDITIONS/PHYSICAL EFFORT:

Work is regularly performed in a combination of office and shop environments and in outside weather conditions and is regularly exposed to dust, odors, oil, fumes and noise.

BENEFITS:

District staff members receive Paid Time Off and employee medical, dental, vision, and life insurance. The District contributes 8% of employee compensation into a Social Security replacement plan and 4% of employee compensation into a retirement plan. Employees can also contribute voluntary to a 457(b) deferred compensation plan.

APPLICATION PROCEDURE:

Any qualified person interested in this position should submit their resume, application, and a letter of interest to DeDe Aspero, Tahoe Transportation District, P. O. Box 499, Zephyr Cove, Nevada 89448, or email to daspero@tahoetransportation.org.