



July 2023  
FLSA: Exempt  
Grade: 68

Salary Range: \$126,331 - \$166,243

## **DEPUTY DISTRICT MANAGER**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides direction and oversight for District Internal Services, Capital Programs, and Operations Departments; directs, administers, and coordinates activities to support District policies, strategic goals, and objectives as established by the District Manager and the Board of Directors; coordinates assigned activities with other District departments, officials, outside agencies, and the public; fosters cooperative working relationships among District departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the District Manager in areas of expertise; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the District Manager. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This executive management classification oversees, directs, and participates in all activities of the District's operations, including short- and long-term planning, as well as development and administration of District-wide policies, procedures, and services. This class also manages assigned departments and provides assistance to the District Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions, and municipal government activities, including the role of the Board of Directors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the District and assigned departments with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the District. The incumbent is accountable for accomplishing District-wide planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so qualified employees can perform the essential functions of the job.*

- Assumes management responsibility for a variety of District programs, services, and activities including Internal Services, Capital Programs, and the Operations Department.
- Develops, directs, and coordinates the implementation of short- and long-range organizational strategic plans, goals, objectives, policies, procedures, and work standards for the District; establishes, within District policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the District's budget including support for regional revenue; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.

- Selects, trains, motivates, and directs District personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; counsels and coaches employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns; authorizes salary changes; recommends training initiatives; manages employee career development and succession planning.
- Contributes to the overall quality of the District's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of District operations, service delivery methods, and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Monitors legal, regulatory, technology, and societal changes and court decisions that may affect the work of the District; determines equipment acquisition, training programs, and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Evaluates organizational structure and operating procedures and makes recommendation for changes and improvements; ensures the timely, organized, and efficient flow of pertinent information to District stakeholders; ensures successful performance of daily operations; oversees initiatives; manages projects with financial implications.
- Ensures District activities and operations are implemented in compliance with local, state, and federal regulations and laws governing business operations.
- Identifies potential grants for future District growth and development; assists with the timely submission of grant applications and research.
- Represents the District by effectively interacting with elected officials, commissions, legislators, regulatory agencies, outside agencies, and the community at large; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Negotiates contracts and agreements; coordinates with legal counsel and District department representatives to determine District needs and requirements for contractual services.
- Participates in and makes presentations to the Board of Directors and a wide variety of committees, boards, and commissions; assists with the preparation of Board meeting agenda packets; represents the District Manager at Board meetings, as directed.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of public transportation.
- Directs the maintenance of working and official departmental files.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the District Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations on matters which could be politically sensitive and legally complex.
- Serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a transit agency.
- Senior management level decision making.
- Methods and techniques of developing technical and administrative reports, and business correspondence.
- Research methods and techniques.
- Federal, state, and local laws, codes, and regulations relevant to assigned areas of responsibility.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Develop and implement short- and long-range strategic goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the District.
- Prepare and administer large and complex budgets; implement high-level fiscal and budgetary procedures and policies; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Oversee and maintain responsibility for multiple complex projects and programs.
- Prepare and conduct effective presentations, including those involving controversial issues, to a variety of stakeholders.
- Exercise strong strategic planning and implementation skills: think strategically, develop strategies to achieve goals, understand strengths and weaknesses, and adapt business strategies.
- Identify, plan for, and secure both physical and human resources to meet evolving needs.
- Skillfully perform complex negotiations on highly controversial multiagency issues.

- Effectively communicate with persons from diverse backgrounds and personalities while handling inquiries from constituents, members of the media, other transit agencies, and public officials.
- Exercise discretion in dealing with sensitive material and confidential issues.
- Demonstrate analytic ability involving large, complex problems and high-level modeling.
- Effectively represent the District and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in transportation management, business administration, public administration, or a related field.

Experience:

- Seven (7) years of increasingly responsible professional experience in public transit, public transportation, or a related field, including five (5) years of management experience.

**Licenses and Certifications:**

- Possession of a valid California or Nevada Driver's License, to be maintained throughout employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.