



**FLSA: Exempt
Safety Sensitive**

**OPEN RECRUITMENT
OPERATIONS MANAGER**

Hourly Rate: \$43.73 - \$58.60 with benefit package

Filing Deadline: Friday October 13, 2023, 4:00 P.M.

DEFINITION

Under administrative direction, plans, directs and manages the staff of El Dorado Transit's transit operations functions; areas of responsibility include passenger service operations, maintenance, dispatch, safety and customer service; assumes responsibility for ensuring that driver staff are trained, and that vehicles are properly maintained to ensure the highest level of safety for the public and staff; performs the most difficult and sensitive analytical work in the assigned functional areas; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Executive Director. Exercises direct supervision over supervisory, professional, technical, and/or administrative support staff. Supervision may be exercised through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management classification responsible for El Dorado Transit's passenger services operations, maintenance, dispatch, safety and customer service functions, and for ensuring that the services provided comply with established and mandated service standards and requirements with particular emphasis on the highest level of safety provided to the public and staff. The incumbent serves as a resource to the Executive Director and other managers in the short and long-term planning, development and administration of operational policies, procedures and services; performance of the work requires an extensive professional background, as well as skill in coordinating transit operations with those of other El Dorado Transit departments and public agencies.

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 so that qualified employees can perform the essential functions of the job.

- Assumes management responsibility for El Dorado Transit's operations functions including passenger services, maintenance, dispatch, safety and customer service; directs, supervises, and evaluates the work of staff and activities; plans, develops, coordinates, conducts, and implements or directs the implementation of a variety of projects and/or programs related to transit operations and functions; manages special projects and service contracts; ensures all operations and services are conducted in a safe manner and comply with mandated rules, regulations, policies and procedures.
- Selects, trains, motivates, and evaluates assigned personnel, including staff represented under a collective bargaining agreement, and the work of professional consultants; works with employees on

performance issues; responds to staff questions and concerns; effectively recommends and implements disciplinary actions and other personnel matters.

- Assists in the development and implementation of goals, objectives, policies, and priorities for operations functions and activities.
- Assists in managing and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Responds to requests from internal customers, the public and from other governmental and private entities for information about El Dorado Transit's services; serves as a representative at various community events and meetings to conduct presentations on its services.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures and recommends actions to increase operational effectiveness.
- Analyzes ridership information, coordinates schedules, and prepares recommended routes; coordinates the publication of schedules and acts as a liaison with various agencies served.
- Plans, organizes, and directs the driver route bid including implementing the driver seniority bid selection process.
- Plans, coordinates and directs the driver safety, training and accident prevention program; establishes annual safety and training goals; coordinates the driver safety awards recognition program.
- Performs project management tasks including developing the scope of work, and negotiating contracts and purchase orders for capital and operational projects.
- Assists in the direction of the fleet acquisition and vehicle maintenance program; develops bid specifications, and prepares useful life and replacement plans.
- Receives, investigates, resolves and responds to complaints from drivers, passengers, and citizens regarding transit services.
- Participates in El Dorado Transit's Board of Directors meetings; prepares and presents various operations performance related reports.
- Evaluates alternative courses of action and makes recommendations which may include such areas as organizational structure, staffing, facilities, equipment, budget, cost analysis, productivity, or policy or procedure modifications.
- Directs the maintenance of files and records relevant to all functional areas.
- Attends and participates in professional group meetings; stays current with new trends and innovations in the field of transit planning and operations.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the transit function.
- Policies, procedures and terminology related to the transit/transportation field.
- Operations and services provided by a public transit agency.
- Transit planning and operations practices, including route scheduling.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to transit operations.
- Terms and conditions within labor agreements relevant to workforce managed.
- Methods and techniques of evaluating operational efficiencies and making recommendations for improvements.

- Operational characteristics of vehicles and equipment used in transit agencies and associated maintenance and acquisition requirements.
- Principles and practices related to the safe, efficient and effective transportation of a diverse range of passengers.
- Driving safety regulations and Vehicle Code provisions governing the work.
- Methods and techniques involved in conducting analytical studies of administrative and management practices, methods, and procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation including computers and software relevant to the work performed.

Ability to:

- Provide administrative, management, and professional leadership.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop, implement, and interpret goals, objectives, policies, procedures, and work standards.
- Independently organize work of self and staff, set priorities, meet critical deadlines, and coordinate multiple priorities with designated timelines.
- Research, analyze, and make recommendations on administrative, management, and procedural practices; complex and sensitive administrative, budgetary, operational, programmatic, and organizational issues; evaluate alternatives; and reach sound conclusions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Lead or manage capital and operational projects from inception to implementation.
- Maintain confidentiality of sensitive information.
- Review and interpret varied information and data, either in statistical or narrative form, and prepare reports.
- Design, develop and implement programs to ensure optimal safety for staff and the general public in all transit operations functions.
- Effectively represent El Dorado Transit in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Effectively use computer systems, software applications, 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:

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in transportation management or logistics, business administration, public administration or a related field, and six (6) years' increasingly responsible professional transit program experience, including two (2) years in a management capacity.

Licenses and Certifications:

- Possession of, and ability to maintain, a valid California Driver's License and a safe driving record throughout employment.
- Possession of a valid California Class B driver's license with a passenger endorsement and no air brake restriction; and maintain a safe driving record throughout employment.
- Possession of, or ability to obtain within ninety (90) days of appointment to the classification, a Verification Transit Training (VTT) certification

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions; and occasionally in the workshop or field environment where incumbents are exposed to loud noise levels, vibration, chemicals, dust, paint fumes, mechanical and electrical hazards, grease, oils, solvents, machinery with extremely hot surfaces and moving parts, moving objects or other vehicles, as well as cold and hot temperatures, inclement weather conditions, and road hazards. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

- Ability to work early mornings, evenings, weekends, and holidays as required.

APPLICATION AND SELECTION PROCEDURES:

Filing deadline is Friday, October 13, 2023, at 4:00 p.m. To apply for this position please submit resume, cover letter and supplemental questionnaire to El Dorado Transit, 6565 Commerce Way, Diamond Springs, CA 95619 or mharris@eldoradotransit.com. It is the responsibility of the applicant to ensure delivery of the completed application packet by the filing deadline.

All completed applications will be reviewed and the most suitable qualified applicant, based upon the information provided in their application packet, will be invited to participate further in the examination process. Depending on the number of qualified candidates the examination process may include application screening, skills testing, and/or oral interviews.

EL DORADO COUNTY TRANSIT AUTHORITY IS AN EQUAL OPPORTUNITY EMPLOYER



Operations Manager Supplemental Questionnaire

(Please feel free to use another piece of paper for your answers)

- 1) Please explain in detail your experience with executive level management of a transit operation including size and type of the organization (e.g., contract and/or directly operated, rural and/or urban, etc.), types of transit services overseen, numbers and levels of staff directly supervised, duties and responsibilities for regulatory compliance and personnel matters/discipline.**

- 2) Please describe significant roles you've held and/or examples of projects you've managed within your organization(s) related to the following duties:**
 - **Scheduling (i.e., run-cutting/bid route development)**
 - **Organized labor relations**
 - **Operational policies and procedures development**

- 3) Please describe any relevant education, training, and/or professional development programs you've completed that should be considered in our evaluation of your qualifications for the Operations Manager position.**