



Class Summary

The responsibilities of this classification include managing an assigned section within a division. The incumbent is responsible for overseeing the section, including supervising staff, developing and managing the implementation strategies, and managing the section budget.

Distinguishing Characteristics

This is a single-level classification. Positions are located in the Metro Transit Department, and incumbents are responsible for the daily operations of a Transit section. It is distinguished from the Strategic Planning Manager II in that incumbents are responsible for overseeing organizational performance improvements for a division or department by developing performance strategies and identifying innovations in data collection, analysis, and reporting.

Examples of Duties

1. Plan and implement strategic goals and policies; ensure compliance with applicable laws, regulations, and policies; analyze and interpret operating policies, procedures, and guidelines; approve recommendations for improvement.
2. Lead and manage the development of new initiatives, efficiencies, and operational methods; determine and select technology and equipment used; direct program and procedure development, implementation, monitoring, and reporting.
3. Hire, train, assign work, coach, evaluate, discipline, and terminate staff as needed; provide ongoing performance feedback.
4. Develop, approve, and monitor the budget; determine and allocate resources.
5. Lead emergency response planning.
6. Participate in workforce planning.
7. Perform other duties as assigned.

Knowledge/Skills

Advanced knowledge of transit policies and procedures

Knowledge of transit base operations, maintenance, training, technology, communications, and service quality techniques and principles

Knowledge of the management techniques for a large, complex, multidisciplinary organization

Knowledge of project management techniques and principles

Knowledge of human resources management, supervision techniques and principles, and federal, state and local laws related to employment, civil rights, and affirmative action

Knowledge of applicable local, state, and federal laws related to transit

Knowledge of the principles, practices, and techniques of labor relations, including interest-based or collaborative negotiations with unions

Knowledge of industrial injury claims processes

Knowledge of budget development, management, and monitoring

Knowledge of short and long-range strategic planning techniques and principles

Knowledge of policy development
Knowledge of customer service principles
Knowledge of mass transit safety standards and regulations
Knowledge of developing and applying performance and operational standards and targets
Skill in verbal and written communication
Skill in mentoring and coaching
Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds
Ability to work independently and as a team member
Demonstrated proficiency with business applications, such as Microsoft Office suite

Education and Experience Requirements

Bachelor's degree in Business, Public Administration, or related field and increasingly responsible experience in the transportation field including supervisory and/or management experience

OR any combination of experience and education that provides the knowledge, skills and abilities to perform the essential functions of the job

Licensing, Certification and Other Requirements

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

FLSA Designation	Exempt (Executive)
Service Status	Career Service
EEO Code	2
Levels within same series	None
Class History	10/2018 - Created