



Class Summary

The responsibilities of this classification include managing transit base operations, service communications, service quality and transit training, including formulating policies, strategic plans and programs.

Distinguishing Characteristics

This is a unique classification in that no other position is responsible for the management of transit operations.

Examples of Duties (May vary by position)

1. Manage 24-hour, 7-days-a-week transit operations; set the direction and tone for transit operations staff at multiple operating bases, in service quality, service communications, training and in administrative/technology groups.
2. Manage the work of transit operations staff; hire, train, coach, evaluate, discipline and terminate staff as needed.
3. Implement comprehensive transit operations service delivery plan to cover round-the-clock operations.
4. Develop, approve and monitor transit operations budget; determine appropriate resources levels; develop and implement strategies to meet efficiency and effectiveness goals.
5. Manage labor relations for transit operations; participate on transit negotiations team.
6. Manage the development and implementation of major projects; determine appropriate implementation of federal regulations; determine technology directions; direct program and procedure development, implementation and monitoring.
7. Communicate transit operations issues, priorities and policies to a variety of audiences.
8. Perform other duties as assigned.

Knowledge/Skills (May vary by position)

Knowledge of transit operations policies and procedures

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

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

Knowledge of project management techniques and principles

Knowledge of the issues relating to public transportation

Knowledge of human resources management techniques and principles

Knowledge of local, Washington State and federal laws related to transit, such as Americans with Disabilities Act (ADA), drug testing and commercial drivers' licensing

Knowledge of local, state and federal laws related to employment, civil rights and affirmative action

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

Knowledge of industrial injury claims processes

Knowledge of automated information reporting systems

Knowledge of budget development, management and monitoring

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

Knowledge of policy development and analysis techniques

Knowledge of customer service principles

Skill in working effectively with a diverse population

Skills in oral and written communications, persuasive presentations and media relations

Skill in effective decision-making and team consensus-building

Skill in setting priorities

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

Levels within same series

None

Class History

Created 1/1997

Updated 2/2003

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