



Class Summary

The responsibilities of this classification include managing all transit service delivery operations at an assigned transit base.

Distinguishing Characteristics

This is a standalone classification. Work involves managing all aspects of revenue fleet operations and the delivery of transit services, and ensuring operational readiness to meet service demands. Work includes achieving operational goals and objectives, and establishing the systems and processes required to fulfill those goals. Work also includes determining, ensuring and allocating all required personnel, financial, physical plant and equipment resources; supervising subordinate supervisors and staff; establishing and enforcing Operations policies and procedures; assuring compliance with applicable local, state and federal regulations; analyzing, forecasting and reporting on customer service, staffing needs, labor efficiency and similar performance metrics; and participating as a member of the Operations management team. Work is performed independently under the general supervision of a higher-level transit manager.

Examples of Duties (May vary by position)

1. Establish annual base operating goals and objectives which include priorities, performance standards, staff development and resource needs to support efficient, customer-focused service; conduct analyses of performance metrics and report on progress achieved on expected operating outcomes and performance improvement goals; ensure efficient use of resources.
2. Develop and implement strategies to improve service quality, reliability and operating efficiency; monitor performance indicators and take action to remedy below-goal performance; oversee the determination of required extra board and system board operators; ensure staffing levels meet service demands while minimizing labor costs.
3. Investigate and resolve customer complaints; mitigate high-profile service delivery issues with elected officials, other agencies and the public.
4. Develop operating contingency plans and direct base operations during emergencies, natural disasters, adverse weather or similar events involving disruption of service delivery.
5. Supervise administrative support, professional staff and Transit Chiefs directing the work of Transit Operators and first-line supervisors; hire staff consistent with assigned hiring authority; create collaborative working relationships with multiple collective bargaining units and ensure consistent application of labor policies, contract provisions and hiring guidelines; investigate and respond to grievances; participate in and provide support to legal or contractual conflict resolution.
6. Provide guidance and direction to subordinate supervisors and other staff concerning complex or sensitive issues and problems; establish work performance standards and initiate corrective actions when required; review existing operational and administrative policies and procedures, and recommend improvements or modifications to higher-level management.
7. Provide supporting data and recommendations to management in the formulation of the Operations operating and capital improvement budgets; manage and administer the base operating and capital budgets; authorize expenditures within designated authority level; monitor

budget and maintain expenditures within approved levels; manage and administer contractor and vendor service, supply and other related contracts as required

8. Participate and represent Operations in a wide variety of internal and external work groups, project teams, committees and task forces.
9. Act for higher-level managers as assigned.
10. Perform other duties as assigned.

Knowledge/Skills

Knowledge of the principles, practices, methodologies and operations involved in the delivery of large-scale mass transit services and the applicable regulatory and statutory requirements

Knowledge of the policies and procedures of the Transit Division and Operations section

Knowledge of the principles, practices and techniques of performance management

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

Knowledge of the principles, practices and techniques of labor relations including interest-based or collaborative labor negotiations as well as grievance and arbitration processes

Knowledge of financial management, workforce planning and budget administration

Knowledge of automated scheduling and management information systems

Leadership skills

Skill in developing and achieving performance and operational goals

Skill in planning and delegating work assignments

Skill in conflict resolution, problem solving and negotiation

Skill in statistical and operational analysis, and establishing and implementing operational policies procedures and performance goals

Skill in handling multiple competing priorities

Skill in managing and working with a variety of individuals from diverse backgrounds

Skill in establishing effective working relationships and communicating successfully with elected officials, senior management, labor representatives, business and community groups, governmental agencies, staff and customers

Skill in staff development and training

Skill in use of management information systems, personal computers, word processing, spreadsheet, database management, presentation and similar applications

Licensing, Certification and Other Requirements

Washington State Driver License or the ability to travel throughout the county in a timely fashion

Work requires reporting for duty and directing base operations during adverse weather events and other emergencies

This is a classification specification and not an individualized job description. Additional minimum qualifications may be established for individual positions based on business needs and are specified in position announcements as appropriate.

FLSA Designation	Exempt (Administrative)
Service Status	Career Service
Levels within same series	None
Class History	Created 08/2011