



## **TRANSIT SUPERINTENDENT – PLANNING & TECHNICAL SUPPORT**

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### **Class Summary**

The responsibilities of this classification include managing the operations system planning, budgeting and technical systems functions of the Planning and Technical Support unit within Transit.

### **Distinguishing Characteristics**

This is a single level classification. Work involves managing all development and coordination that support major units within the Transit Division. Work includes developing section-wide staff forecasting, configuration and optimization plans; coordinating pick and other scheduling, staff deployment processes; coordinating and providing technical oversight of the scheduling systems; and consolidating section-wide budget development data in the formulation and administration of the section's operating and, where applicable, capital improvements budgets. Work requires allocating all required personnel, financial, physical plant and equipment resources. Incumbents are responsible for analyzing, forecasting and reporting on performance requirements, staffing requirements, impact of service modifications, and similar performance metrics and recommending corrective actions where necessary. Work is performed independently under the general supervision of a higher-level Transit manager.

### **Examples of Duties**

1. Supervise and provide oversight for the technical systems that support operations of a major operational unit within Transit.
2. Conduct and report on operational and trend analyses to optimize work assignment and staffing parameters, forecast future staffing requirements, assess staffing absentee and leave usage patterns and related analyses to optimize workforce utilization.
3. Compile and formulate the section operating and capital improvement budgets; monitor and administer section budgets; authorize expenditures for the work unit; manage and administer vendor service, supply and other related contracts as required.
4. Hire and supervise staff; create collaborative working relationships with multiple collective bargaining units and ensure consistent application of labor policies, contract provisions and hiring guidelines.
5. Investigate and respond to grievances; participate in and provide support to legal or contractual conflict resolution.
6. 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. Monitor, assess and report on new legislation, regulatory modifications, policy changes or similar actions that affect the functions and service delivery of the operational section.
8. Participate and represent the section in a wide variety of internal and external work groups, project teams, committees and task forces on topics that affect section systems and service delivery.
9. Participate as a key member of the management team.
10. Act for higher-level managers as assigned.
11. Perform other duties as assigned.

### **Knowledge/Skills**

Knowledge of the principles, practices and methodologies and operations involved in providing technical support systems utilized in large-scale mass transit organizations

Knowledge of the service territory, structure, operations, policies and procedures of the Transit Division of a major operational section

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 that include interest-based or collaborative labor negotiations as well as grievance and arbitration processes

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

Leadership skills

Skill in verbal and written communication

Skill in analyzing technical problems and business requirements for technology systems

Skill in planning and delegating work assignments

Skill in conflict resolution, problem solving and negotiation

Skill in handling multiple, competing priorities

Skill in staff development and training

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

Ability to respond to emergency situations outside of work hours

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**

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

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<b>FLSA Designation</b>	Exempt (Administrative)
<b>Service Status</b>	Career Service
<b>EEO Code</b>	2
<b>Levels within same series</b>	None
<b>Class History</b>	08/2011 – Created 11/2016 – Updated