



Class Summary

The responsibilities of this classification include managing all service quality, field support and oversight of fixed-route operations.

Distinguishing Characteristics

This is a single incumbent, standalone classification. Work involves managing service quality of fixed-route operations by establishing systems and procedures to monitor Transit Operator performance and improve system performance through effective field support and supervision. Work includes achieving service quality performance improvement and operational goals; establishing the systems and processes required to fulfill those goals; and directing the work of subordinate supervisors who provide field-level support and oversight of transit operations. Work also includes oversight of the construction coordination office; special events planning; determining, ensuring and allocating all required personnel, financial, physical plant and equipment resources; ensuring compliance and establishing procedures consistent with all Transit Division and Operations operating policies and procedures as well as applicable local, state and federal codes and regulations; analyzing, forecasting and reporting on service delivery, operating trends 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

1. Develop, plan and implement policies and procedures to enhance and improve system service quality and performance; develop and manage operating plans to optimize service quality while minimizing operating and labor costs.
2. Develop contingency plans to provide field support and manage fixed-route service delivery operations during periods of service disruptions, road construction, adverse weather events or emergency circumstances.
3. Develop, implement and manage transit service to major special events throughout the county; establish procedures to provide oversight of transit centers, park and ride lots, bus stops, shelters and related transit facilities.
4. Develop response and monitoring policies and procedures for first-line supervisors assigned to the operation of the Downtown Seattle Transit Tunnel (DSTT); review incident reports and responses to emergencies or abnormal operating conditions encountered in the DSTT; initiate procedural changes to assure safe and efficient joint bus/rail operations in DSTT.
5. Develop, implement and coordinate Supervisor-in-Training programs for the Service Quality unit consistent with negotiated labor agreements.
6. Supervise administrative support, professional staff and Transit Chiefs directing the work of first-line supervisory field staff; 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.
7. 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.

8. Provide supporting data and recommendations to management in the formulation of the Operations operating and capital improvement budgets; manage and administer the service quality budgets; authorize expenditures within designated authority level; monitor budget and maintain expenditures within approved levels; manage and administer vendor service, supply and other related contracts as required.
9. Participate and represent Operations in a wide variety of internal and external work groups, project teams, committees and task forces.
10. Act for higher-level managers as assigned.
11. Perform other duties as assigned.

Knowledge/Skills

Knowledge of the principles, practices and methodologies of field operations that support the delivery of large-scale mass transit services

Knowledge of service quality and performance improvement practices, principles and techniques for mass transit operations

Knowledge of the service territory, operations, policies and procedures of the Transit Division and Operations 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

Knowledge of the principles, practices and techniques of performance management

Knowledge of financial management, workforce planning and budget administration

Knowledge of automated scheduling and management information systems

Leadership skills

Skill in planning and delegating work assignments

Skill in conflict resolution, problem solving and negotiation

Skill in handling multiple, competing priorities

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

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

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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 incident command system principles and management

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 service quality operations during adverse weather events and other emergencies

Additional minimum qualifications may be established 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