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**REGIONAL SERVICES - TRANSIT OPERATIONS MANAGER**

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<u>JOB CLASS</u>	<u>PAY GRADE</u>	<u>SALARY RANGE</u>	<u>FLSA STATUS</u>
550	17-19	\$51,209 - \$74,505	Exempt

**GENERAL DESCRIPTION**

Performs complex (journey-level) to advanced (senior-level) public transportation operations work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Work involves coordinating urban and rural transit district passenger service operations, managing fleet maintenance, managing section staff, and general administrative functions for various public transportation programs.

**EXAMPLES OF WORK PERFORMED**

- Manages and supervises the daily operations of the Regional Services Department - Transit Operations section, including ordering activities and allocating resources; service planning, scheduling, and dispatching, and ensuring operational compliance with applicable regulations, policies, and procedures.
- Manages and coordinates public transportation projects to ensure system priorities, objectives, and goals are met.
- Manages and administers the acquisition of fuel, maintenance, equipment, and other goods and services and monitors expenditure of section funds.
- Receives, investigates, records, responds to, and resolves customer/rider complaints.
- Develops and presents training for transit operations staff.
- Monitors and provides input on section performance management functions.
- Develops and implements section policies and procedures.
- Prepares and monitors section budgets.
- Manages and evaluates the performance of section staff and makes recommendations.
- Serves as a liaison between GCRPC; federal, state, & local funders, and public transportation stakeholders.
- Other duties as assigned.

## **GENERAL QUALIFICATIONS**

### **EDUCATION AND EXPERIENCE**

- Graduation from an accredited college or university with a bachelor's degree in business/public administration, regional planning, or related field (Preferred).
- Management experience in public transportation, public administration, and / or fleet operations work (Preferred).
- Any combination of education, experience, and training commensurate with required knowledge, skills, and abilities.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge and understanding of public transportation programs and applicable federal, state, and local laws and regulations (Preferred).
- Knowledge of principles and practices of fleet operations management, fleet equipment operations, and applicable federal, state, and local laws and regulations. (Preferred).
- Skill in evaluating new equipment, goods, and service performance; in monitoring and evaluating section expenditures; and in anticipating and adjusting for problems.
- Excellent organizational, interpersonal, customer service, and communication skills.
- Self-starter with the ability to manage time and self-prioritize projects/activities.
- Ability to work in a fast-paced multidisciplinary team environment.
- Ability to demonstrate courtesy, diplomacy, and the highest level of professionalism in all dealings.
- Ability to negotiate, develop, and prepare agreements; to communicate effectively; and to supervise the work of others.
- Proficient with various Microsoft Office 365 products and meeting technology tools.

### **SPECIAL REQUIREMENTS**

- Safety-Sensitive position governed by FTA Drug and Alcohol Testing Regulations.
- Valid Texas motor vehicle operator's license and/or commercial drivers license (CDL) required to perform job duties (i.e. CDL-Class A or B with a passenger endorsement).

*This job description is not intended to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required. Duties, responsibilities, and activities may change at any time with or without notice.*

**By signing below, I acknowledge that I have read this job description, and to the best of my knowledge, meet the required knowledge and skills for this position.**

\_\_\_\_\_  
**Name**

\_\_\_\_\_  
**Date**