



## CITY OF POCATELLO CLASSIFICATION SPECIFICATION

### ***Transit Operations Manager***

Department: Transit      Reports to: Department Director      Pay Grade: H13  
Date Established: 7/2014      Date Revised: 12/2017      FLSA Status: Exempt

#### **CLASSIFICATION SUMMARY**

The Transit Operations Manager directs and manages the daily operations of the Transit Department. The job schedules drivers and routes and monitors operations to ensure passengers are served in a timely, reliable, and safe manner, while ensuring that communication systems are operable for greatest efficiency. The job directly supervises the Transit Shift Supervisors and provides general supervision for all operations employees. The job is responsible for developing department policies and training programs, providing oversight for implementation and training and coordinating Shift Supervisor activities. The job monitors and provides oversight for the employee drug and alcohol testing program and new employee fingerprinting/background checks.

The Transit Operations Manager monitors internal compliance for Title VI, Half-fare, and ADA, and is responsible for complaint resolution. The job coordinates fleet availability with the Transit Maintenance Supervisor and Transit Dispatcher to ensure daily schedule needs are met. The job manages the ITS components and provides vehicle onboard device oversight. The job is responsible for all Transit Department marketing and information management, including use of social media. The job coordinates transportation for large-scale events. The job may also investigate accidents.

The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work environment is a Department office, vehicle, and shop environment that may include exposure to weather conditions and traffic hazards. The noise level is generally moderate.

The job is an on-call position, responding to emergency situations.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)***

Directs the Department's daily operations, schedules drivers, tracks operations through onboard vehicle computer links, and responds to correct service problems or interruptions.

Hires, schedules, supervises, evaluates, and disciplines employees. Trains Shift Supervisors and directs ongoing training and safety programs.

Develops department policies and training programs and provides oversight for implementation.

Coordinates with City Human Resources Department on new driver background checks, obtaining driving records, and pre-employment drug testing. Provides oversight to the FTA-mandated drug and alcohol testing program.

Monitors internal compliance for Title VI, Half-fare, ADA, and other federal and state programs. Responds to customer complaints and inquiries.

Coordinates with Transit Maintenance Supervisor to ensure inventory of buses, paratransit vans, and other vehicles are available to meet the daily schedule.

Manages Department computer and IT functions including, but not limited to, onboard vehicle computers, scheduling and route software, inventory and ordering, and related applications.

Provides marketing and information management for department, including use of social media.

Plans large-scale events and coordinates transportation needs.

Investigates and documents accidents and/or incidents, working with City Attorney's office.

Performs duties of Driver and/or Dispatcher, as needed.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

### **CLASSIFICATION REQUIREMENTS**

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

#### **Knowledge of:**

- Methods, techniques, and objectives of the direction of a city transit department to provide riders with timely, safe, and reliable public transportation;
- Employee hiring, supervision, training, evaluation, disciplinary, and termination methods, techniques, and objectives;
- Employee drug and alcohol testing methods and objectives;
- Title VI, Half-fare, and ADA policies and regulations;
- Municipal budgeting processes, including formulating and implementation;
- Preparation and maintenance of documents, records, and logs;
- Methods, techniques, and objectives of long- and short-term planning and implementation;
- Methods, techniques, and objectives of marketing and information management;
- Methods, techniques, and objectives of the operation of all vehicles in the Department inventory to provide passengers with timely, reliable, and safe transportation;
- Transit routes, schedules, fares, and related passenger information;
- Americans with Disabilities Act (ADA) and other applicable federal, state, and local statutes and regulations affecting the providing of transportation to the public;
- Federal (OSHA) regulations and City policies regarding safe work practices relating to operating public transportation vehicles;
- State, local, and other applicable traffic and vehicle safety codes and regulations;
- Operation of a personal computer and job-related software applications.

#### **Skill and Ability to:**

- Direct the daily operations of the City Transit Department to ensure passengers are served in a timely, reliable, and safe manner;
- Hire, train, supervise, and evaluate the work of employees, including directing ongoing drug and alcohol testing;
- Operate a personal computer, including job-related software and applications;
- Operate all vehicles in the Department inventory;
- Operate a two-way radio;
- Maintain operational records, logs, and documentation and prepare and present periodic reports;
- Perform safety and damage inspections and refer potential problems to mechanics;
- Read and interpret maps, schedules, technical manuals, and diagrams;

- Maintain route records, logs, and documentation;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion;
- Understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

### **ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS**

- High school diploma or GED required;
- Associates degree in business management or a related field is preferred;
- Class B CDL with airbrake and passenger endorsements required\*;
- Three (3) to five (5) years of transit and supervisory experience is preferred.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

### **PHYSICAL REQUIREMENTS**

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, manipulate tools, keyboard or type, reach with hands and arms, and operate a motor vehicle or job-related equipment. The employee must occasionally lift and/or move up to 50 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **\*Hiring Note:**

The Transit Operations Manager position requires a Class B CDL with airbrake and passenger endorsements within six (6) months of hire date. Failure to acquire these endorsements by the established date will violate the terms of the position and will result in layoff from the position.