

TRANSIT MANAGER

PURPOSE

To manage, direct and coordinate the activities and operations of the City's public transportation programs; ensure that programs comply with federal, state and local funding requirements and regulatory agency standards; provide complex and highly responsible assistance to the Public Works Director; and supervision to transit staff.

WORKING CONDITIONS

Work is conducted primarily in an office setting and includes pressure generated by frequent interruptions, deadlines, customer complaints, and high volumes of work. The position may require occasional attendance at meetings held in the evening, as well as occasional weekend or irregular hours. Additionally, the role may require occasional operation of a transit vehicle during staff shortages or emergency coverage needs, to maintain essential service delivery.

PHYSICAL DEMANDS

Work may include prolonged periods of sitting at a desk and using a computer. The position may also occasionally require operating a transit vehicle, which involves prolonged sitting, moderate lifting of up to 25 lbs., and occasional bending or stooping. Additional physical demands include light to moderate transporting; frequent grasping, reaching, pulling, and pushing motions; manual dexterity; clear speech for communication; visual and hearing acuity; and sustained attention to detail.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Public Works Director. Exercises full supervisory responsibility for the work of transit staff.

DISTINGUISHING CHARACTERISTICS

Mid-management position. This is the primary administrative managerial position in the Dixon transit program with primary responsibility for managing the operations and funding sources of the City's public transit system. Requires a considerable degree of initiative, independent judgment.

ESSENTIAL JOB FUNCTIONS - Duties may include, but are not limited to, the following:

Plan, manage, and direct the operations and services of various City transit functions pertaining to public transit, paratransit and related services and programs; oversee transit-related operations, ensuring adherence to federal, state and local mandates.

Plan, develop, and implement goals, objectives, and priorities for assigned operations, programs, projects and functions; recommend and implement policies and procedures.

Prepare and administer assigned budgets; forecast funds needed for services, equipment, materials, and supplies; perform cost/benefit analyses and funding justifications; represent the City during transit fund audits.

Administer agreements with vendors and others for the provision of services and capital acquisitions; ensure contract compliance; review and monitor the approval of expenditures.

Identify, secure and administer new and ongoing transit funds through local, state and federal agencies; develop grant and other funding proposals; research, write and review requests for proposals/requests for bids; coordinate with the City Attorney and other City staff as needed to interpret and implement agreements.

Oversee and develop transit marketing; coordinate with contractors and outside vendors regarding planning and marketing programs; research, develop and oversee the design and production of schedules, brochures, maps, other printed materials, social media marketing, and transit website.

Coordinate schedules, fares, and related matters with other transit agencies to ensure that City services meet the transit needs of citizens in the most cost-efficient manner; represent the City by attending meetings that pertain to local, state and federal transit systems; prepare and facilitate presentations and advice to City officials, committees and commissions.

Collect and analyze data relating to schedule, ridership, and cost factors; prepare a wide variety of daily, monthly and annual reports and/or presentations for local, state, and federal agencies.

Plan, coordinate, supervise and participate in complex, transit-related studies; analyze issues, identify solutions, and prepare recommendations.

Respond to inquiries and requests for information; resolve service issues and complaints.

Provide staff assistance to the Director of Public Works, City Manager, City Council, and related committees and boards; prepare and present agenda items, staff reports and other necessary correspondence.

ESSENTIAL JOB FUNCTIONS – continued

Supervise, lead, train, and evaluate assigned personnel; work with employees to correct deficiencies; ensure team is providing required duties ensuring delivery of excellent service and customer satisfaction.

Build and maintain positive working relationships with co-workers, other City employees, external resources such as vendors and contractors, and the public using principles of good customer service and leadership; perform related duties as assigned.

Distribute random drug testing program information to selected transit classifications.

May operate a General Public Paratransit Vehicle (GPPV) on City streets and highways in all weather conditions in accordance with safe driving practices and California Vehicle Codes as needed which includes assisting patrons boarding and leaving the bus; safely operating a hydraulic wheelchair lift; and operating a two-way radio.

Ensure compliance with ADA requirements when operating a transit vehicle, including safely assisting passengers with disabilities, securing mobility devices, and providing equitable, respectful service to all riders.

Make every reasonable effort to continually improve the manner in which the job is performed and increase the quality of service to the public.

OTHER JOB FUNCTIONS

Fills in, as necessary, driving Read-Ride vehicles and performing the duties of a Transit Driver and/or Dispatcher.

Serve as City representative at a variety of transit boards and commission meetings.

Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge and Abilities:

Knowledge of Federal, State and local laws and regulations governing public transit system operations; modern transit system operating principles and practices; municipal budget preparation and monitoring of complex programs; State and Federal grant administration; principles and practices of grant development and application processes; methods of research, program analysis and report preparation; procedures for transportation workplace drug and alcohol testing programs; modern office procedures

and computer equipment including complex spreadsheet applications; business mathematics; of principles of supervision, training and evaluation.

Ability to administer the development and operation of municipal transit programs, including bus and paratransit; interpret and explain public transit policies and procedures; prepare clear and concise reports, including the compilation of statistical data; develop and negotiate financial agreements, requests for bids and proposals; ensure compliance with FTA regulations; develop and administer grant programs; to prepare clear and concise written documents; analyze operating conditions, problems and data and recommend and implement appropriate solutions; research complaints and problems and prepare responses and correspondence for management; make sound independent judgment in complex or difficult situations; communicate clearly and concisely both orally and in writing; supervise, lead, motivate, train and evaluate staff; and to build and maintain positive working relationships with individuals at all levels.

Education and Experience:

Any combination equivalent to experience and education that would likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Possession of a bachelor's degree from an accredited college or university with major coursework in public or business administration, transit or transportation management, or a related field.

OR

Public sector-related experience can be substituted for education on a year for year basis.

AND

Experience:

Three (3) years of increasingly responsible experience in the areas of transit or transportation planning, transportation engineering, public transit operations, or a closely related field and some supervisory experience.

Other Requirements:

Possession of a valid Class C California Driver's License at the time of appointment and a satisfactory driving record as a condition of initial and continued employment.

Possession of, or ability to obtain, a valid California Class B Driver's License with passenger endorsement and a California Highway Patrol General Public Paratransit Vehicle (GPPV) Certificate within 90 days of appointment.

Satisfactory completion of a DMV medical exam including drug screen and a background check are conditions of employment.

Must submit to random drug and alcohol testing.

Must submit to fingerprinting process.

The ability to speak Spanish is highly desirable.