



## **OPERATIONS DIRECTOR**

### **PURPOSE:**

Under administrative direction, directs the delivery of routed and paratransit operations and services; and directs the staff, operations and programs of the agency's Operations Department.

### **SUPERVISION RECEIVED AND EXERCISED:**

Reports to: Executive Director

Supervises:

Routed Operations Manager

ACCESS Operations Manager

Worker/Driver Program Supervisor

ESMS Coordinator

Operations Coordinator

Administrative Support Staff

### **FLSA STATUS:** Exempt

**ESSENTIAL FUNCTIONS:** Essential functions, as defined under the Americans with Disabilities Act, may include the following duties and responsibilities, knowledge, skills and other characteristics. This list of characteristic duties and responsibilities is not a comprehensive listing of all functions and tasks performed by positions in this class.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Directs and administers the agency's Routed, Worker/Driver, and Paratransit services; reviews and evaluates offered services; reviews and evaluates Routed and Worker/Driver service plans. Develops, reviews and evaluates Paratransit service plans; develops and implements long-range operational plans.

Directs and administers other contracted services; issues and reviews RFPs pertaining to department or assigned projects; evaluates contract agency performance; oversees contract expenditures and ensures budgetary compliance with contract agencies.

Establishes and provides direction and leadership to the operations department staff; monitors and evaluates service-related capital facilities; recommends modifications to transit centers, transfer centers and operating bases; reviews performance statistics and formulates methods to improve services; analyzes data and develops/recommends solutions; writes reports.

Develops and administers the department operating and capital budget; monitors expenditures; participates in the development of the agency's long-range budget; participates with other directors in discussions and decisions that affect the agency.

Monitors and evaluates legislation and other developments related to public transit, and formulates and directs the administration of appropriate policies and procedures including federal requirements for agency Title VI compliance, Environmental Sustainability Management System, and Sustainability Program.

Makes presentations to a variety of groups and organizations; serves and represents the agency on the Board-appointed Citizens Advisory Committee and various other internal and external committees, boards and task forces. Interacts with Kitsap Transit Board of Commissioners sub-committees and makes presentations about various topics to the Kitsap Transit Board of Commissioners.

Resolves discrepancies or procedural problems and responds to program and service delivery questions ensuring necessary follow-up; confers with and advises staff and others in resolution to problems and complaints, interpreting service goals and policy.

Participates in labor negotiations; interprets and administers labor contract, meets with union to resolve grievances.

Directly and through subordinate supervisors, hires, trains, assigns work to, monitors and evaluates staff; provides for and/or conducts staff development; establishes work methods and standards; initiates corrective and/or disciplinary action and responds to grievances and complaints according to established personnel policies and procedures and relevant collective bargaining agreements.

**MINIMUM QUALIFICATIONS:**

Bachelor's degree in transportation management, business or public administration, planning or a closely related field; and five (5) years of increasingly responsible professional transit operations experience including three (3) years of program management and supervisory experience; or an equivalent combination of education and experience.

**KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of:

- Management principles, practices and concepts such as planning, directing, staffing, budgeting, and evaluating programs.
- Current Federal and State laws and regulations related to public transportation.
- Principles and practices of labor contract negotiation and administration.
- Principles and practices of project management.
- Principles and practices of effective leadership, management and supervision.

Skill in:

- Managing transit operations
- Developing and administering departmental policies, procedures and programs
- Project/program development, implementation, operations and evaluation
- Evaluating service and system performance
- Budget preparation and management
- Analyzing, evaluating and recommending improvements to operations, programs and services
- Managing, developing, motivating and evaluating professional and support staff
- Conducting research and preparing clear, concise and comprehensive reports
- Understanding and applying complex regulations, procedures and guidelines
- Communicating effectively orally and in writing
- Using personal computers and office software including word processing, spreadsheets and database programs in a Windows-based operating environment
- Working under pressure, addressing significant problems and tasks that arise simultaneously and/or unexpectedly
- Establishing and maintaining effective working relationships with other Kitsap Transit employees and the Board, representatives of other organizations and the public

**ADA AND OTHER REQUIREMENTS:**

Positions in this class typically require: fingering, talking, hearing, seeing and repetitive motions. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. Requires travel.

**NOTE:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the organization.

**CLASS HISTORY INFORMATION:**

Update prepared by: Gallagher Fox Lawson Group July 2014  
Reviewed Feb 2014, Jan 2009, March 1991