



JOB TITLE:	DIRECTOR OF BUS OPERATIONS	DIVISION:	BUS
REPORTS TO:	DEPUTY GENERAL MANAGER – BUS	EEO CATEGORY:	01 - EXECUTIVE
FLSA:	EXEMPT	SAFETY-SENSITIVE:	YES
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN RAFAEL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under the general direction of the Deputy General Manager – Bus Transit Division, this management level position is responsible for the overall management, administration and implementation of the District's bus transportation service functions and programs involving the operation of bus transit equipment, field supervision, dispatching, operator safety and training, and labor relations. Performs other duties as required.

Essential Responsibilities

- Demonstrates leadership on a daily basis to help guide the Bus Division in achieving its vision and goals
- Manages and directs, through subordinate supervisory personnel, the operation of the Transportation Department to ensure that bus service is provided as scheduled in a safe, cost efficient manner
- Identifies and assigns appropriate resources within the District to support bus transit operations
- Formulates, publishes and administers operating policies and procedures
- Analyzes transportation service problems, accident records and prepares reports and recommendations concerning service improvements and elimination of accident hazards
- Oversees the control of all scheduled equipment entering the various lines and routes supervised
- Ensures that sufficient personnel are available to fulfill scheduled service
- Oversees the investigations of complaints pertaining to service and operating personnel and sees that the necessary corrective and/or disciplinary steps are identified and implemented
- Assists in establishing general operating policy within the Transportation Department
- Responsible for the interpretation and enforcement of rules, regulations and policies of the Transportation Department, the District, and Memoranda of Understanding as well as applicable state and federal regulations governing the operation of public transit systems.
- Acts as the District's liaison with union officials; participates in labor negotiations as a member of the District's team
- Reviews disciplinary action and grievances and may act as the District's representative in arbitration cases
- Conducts final step appeal hearings with union representative on attendance program, infractions, violations, accidents and grievances or other disputes of a contractual nature
- Participates in the development of the annual department budget, including forecasting future workforce and budget needs
- Represents the District at meetings with representatives of government agencies, professional business and community organizations and the general public; may attend meetings with other transit companies pertaining to all phases of transit operations



- Through subordinate staff ensures that appropriate safety and health policies, procedures and programs are implemented effectively; that adequate resources and priorities are assigned to correcting hazardous conditions, and that applicable safety programs are carried out
- Interprets and enforces rules, regulations and policies of the Maintenance Department, District and Memoranda of Understanding.
- Attends or assists with grievance hearings and handling of labor and employee relations.
- Holds disciplinary hearings and ensures compliance with MOU procedures for disciplinary matters, and conducts second level grievance hearings.
- Assists in negotiations with labor unions of represented employees.
- Works in partnership with the HR Department to provide training for employees' continued growth and knowledge.
- Establishes training and safety programs and re-evaluates existing programs.
- Provides leadership opportunities for employees as part of their growth and development.
- Knows and follows the safety and health rules and safe working practices applicable to his or her job.
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service.
- Performs additional related duties as assigned.
- Regular and reliable attendance and performance are required.

Required Knowledge, Skills and Abilities

Knowledge of: Modern principles of management, administration, supervision and training, budget preparation, and standard business ethics. All applicable state and federal regulations regarding bus transit operations. Workers' Compensation, FMLA, ADA rules and regulations. Federal Transportation Administration (FTA) and District drug and alcohol regulations. Principles of labor relations and collective bargaining.

Skills or Ability to: Rapidly learn the District and Bus Transit work organization, equipment, bus schedules, driver run structures and related issues operators and the public transportation of passengers. Identify problems and initiate creative problem solving techniques. Manage complex projects from inception through implementation. Cooperatively and conscientiously in activities directly involving the general public Make effective decisions under pressure, meet critical deadlines, and follow-up assignments in a timely manner. Motivate employees to work through direct personal effort and through subordinate staff. Effectively assign, coordinate, and evaluate the work of subordinate personnel. Establish and maintain cooperative working relationships with peers, subordinate personnel, and representatives of other organizations. Prioritize and organize work schedules to meet the District's goals and objectives. Read and interpret Memoranda of Understanding and work effectively with union representatives. Enforce management policy with respect to operating transit equipment. Use computerized record systems, personal computers, and to learn software programs applicable to the department. Prepare and maintain a variety of reports and documents. Prepare clear, complete and concise reports. Communicate clearly and effectively, in oral and written form, using correct grammar and spelling. Maintain a high degree of confidentiality. Prepare and deliver informational presentations to various groups ranging from the District's Board of Directors, to transit associations and community groups.



Minimum Qualifications

Education and/or Experience: A Bachelor's degree in Business or Public Administration or related field from an accredited college or university. Additional qualifying experience may be substituted on a year for year basis in lieu of a Degree. A minimum of five years recent supervisory and administrative work experience within the public transit industry, including position related experience in bus transit operations, street supervision, dispatching, scheduling and labor relations.

Required License: Must possess and maintain a current, valid California driver's license and satisfactory driving record. No DUIs or reckless driving infractions within the last 7 years. No more than 2 moving violations within the last 3 years. Operates District vehicles on a regular basis.

Physical Requirement: 24-hour call position which requires ability to work beyond standard office hours to attend evening and weekend meetings, meet with employees working swing and graveyard shifts and respond to emergencies.