



JOB TITLE:	DIRECTOR OF BUSINESS OPERATIONS	DIVISION:	BUS
REPORTS TO:	DEPUTY GENERAL MANAGER - BUS	EEO CATEGORY:	01-EXECUTIVE
FLSA:	EXEMPT	SAFETY-SENSITIVE:	NO
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 of Bus, the Director of Bus Operations is responsible for leading the data management and performance functions for the Bus Division. This management level position is further responsible for providing project management and/or support to other Division managers, as well as leading a team of three to work closely with other staff within the Division to ensure compliance with local, state and federal requirements. Maintaining positive relationships and working with internal stakeholders and external agencies are critical for carrying out the responsibilities of this position.

Essential Responsibilities

- Demonstrates leadership on a daily basis to help guide the Bus Division in achieving its vision and goals
- Leads and manages the staff under the Bus Operations unit.
- Leads the development and regular monitoring of the Bus Division’s annual operating and capital budgets, including forecasting future workforce and budget needs
- Collect, analyze and report performance data necessary for informing executive management, internal stakeholders and external agencies on Golden Gate Transit’s system performance and compliance efforts
- Perform safety audit functions for the Bus Division as required by the Agency Safety Plan (ASP) and/or applicable state or federal regulations
- Leads capital projects for the Bus Division and/or provides project support to other Division managers
- Represents the District at meetings with representatives of government agencies, professional business and community organizations and the general public
- Ensures that appropriate safety and health policies, procedures and programs are implemented effectively; adequate resources and priorities are assigned to correcting hazardous conditions, and; applicable safety programs are carried out
- Works in partnership with the HR Department on staff development and wellness efforts that allow for employees’ continued professional growth and sense of inclusiveness



- Works closely with Bus Division Directors to ensure that Golden Gate Transit services are managed and delivered to the highest standard with respect to safety, customer service, regulatory compliance, and operational efficiency and effectiveness
- 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 is a requirement of this position

Required Knowledge, Skills and Abilities

Knowledge of:

- Principles of effective leadership
- Performance management
- Project management
- Standard business ethics and labor-management partnerships
- Principles of public transit management and operations
- Requirements for performing effective and accurate data analyses and performance reporting
- GGT's Safety Management System (SMS) and Agency Safety Plan (ASP)
- Microsoft applications, including MSWord, PowerPoint, and Excel

Skills in or Ability to:

- Analyze, address and solve problems effectively and in cooperation with others
- Learn, manage, and regularly use sophisticated technologies including Hastus, Init, Swiftly, and other business intelligence and enterprise tools
- Coach and instruct others on the effective use of technology is necessary
- Demonstrate collaboration, respect, trust, and transparency in the course of their work
- Maintain flexible and agile nature, in order to effectively manage and address operational and fiscal challenges
- Manage complex projects from inception through implementation
- Set priorities effectively, meet critical deadlines, and follow-up with assignments in a timely manner
- Motivate and inspire employees to perform to the highest standard
- Establish and maintain cooperative working relationships with peers and representatives of other organizations
- Communicate clearly and effectively, in oral and written form, using correct grammar and spelling
- Maintain a high degree of confidentiality
- Demonstrate strong critical thinking skills and ability to work independently



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 of supervisory and administrative work experience within the public transit industry, including position related experience in bus transit operations, service planning, data analyses, budget development, performance reporting, labor relations, and project management.

Required License: Must possess and maintain a current, valid California Class C driver's license and satisfactory driving record. Operates District vehicles on a regular basis.

Physical Requirement: Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Routine use of computer, telephone and other office equipment. Ability to travel to District facilities