



JOB TITLE:	MANAGER OF TRANSPORTATION FIELD OPERATIONS	DIVISION:	BUS
REPORTS TO:	DIRECTOR OF TRANSPORTATION	EEO CATEGORY:	02 – PROFESSIONAL
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

The Manager of Field Operations manages daily activities performed in the field in support of Golden Gate Transit and contracted transit services as applicable, including those performed by Bus Operators and Transportation Field Supervisors. Management of Commercial Drivers’ License (CDL) documents, training courses and other legal requirements required of bus operators and Supervisors for operating vehicles safely in revenue service is a key responsibility. This position will be responsible for safe, customer-oriented delivery of bus services throughout Golden Gate Transit’s 4-county service area nearly 24 hours per day, 7 days per week. The individual will also play a significant role in maintaining working relationships with labor unions and participating in union hearings and other meetings as needed for effectively managing employee performance. The Manager of Field Operations is a critical position in the Transportation Unit of the Transit Operations Department for maximizing teamwork in the field, as well as the overall safety, efficiency and effectiveness of the Golden Gate Transit (GGT) system.

Essential Responsibilities

- Establishes department goals and objectives and ensures that key staff are cross-trained.
- Develops and maintains safety awards and incentives program.
- Develop professional development training for Field Supervisors.
- Acts as District hearing officer for collision and operations grievance hearings.
- Acts as designated “back-up” to Transportation Operations Superintendent for first level operations hearings.
- Reviews customer service comments for trends and areas of retraining needs.
- Responsible for technical writing of policies, procedures, manuals, and training materials.
- Authors safety bulletins and monthly safety newsletter.
- Co-chairs the joint management/labor safety committee with union designee.
- Chairs the Safety Risk Assessment committee.
- Collaborates and/or approves the annual VTT curriculum.
- Maintains records in organized fashion and performs quarterly audits to ensure compliance with State and Federal regulations.



- Monitors Bus Operators Hours of Service (HOS) for compliance with State and Federal regulations.
- Maintains monthly statistics and reports them on the proper form to designated District personnel for submission to FTA, NTD or other authority.
- Acts as District representative for CHP terminal inspection, DMV or other operational regulatory inspections.
- Acts as a liaison with security contractors. Responsible for video surveillance equipment and facility security.
- Analyzes safety trends and develop statistical reports outlining these trends, as well as develops policies, procedures, and methods to reduce these trends.
- Work with the Planning department and other official on bus stop design and safety considerations.
- Coordinates Bus Rodeo.
- Keeps abreast and makes recommendations in areas related to best practices and new developments in the field of training and adult learning strategies.
- Creates and distributes quarterly Safety newsletter.
- Performs all job duties and responsibilities in a safe and professional manner to protect oneself, fellow employees and the public from injury or harm by promoting safety awareness and following safety procedures in an effort to reduce or eliminate accidents.
- Regular and reliable attendance and performance is required.

Required Knowledge, Skills and Abilities

Knowledge of:

- Collision investigation practices and procedures
- FTA safety regulations, Federal Motor Carrier Safety Administration (FMCSA) statutes, California Code of Regulations (CCR) Title 13, and the California Vehicle Code (CVC) and any other law, regulation or rule related to the operation of public passenger carrying vehicles.
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Access).

Ability to:

- Demonstrate effective interpersonal skills
- Demonstrate effective written and oral communication skills
- Perform collision analysis and develop specific corrective and preventive procedures
- Prepare clear, complete and concise operational and statistical reports, correspondence, operating bulletins and memos
- Effectively operate a personal computer using MS Word, Excel, Access, PowerPoint software and learn other software programs as required



Minimum Qualifications

Education and/or Experience:

- Bachelor's degree in Public Administration, Business Administration, Transportation or a related field. Additional, recent position-related experience may be substituted on a year-for-year basis in lieu of education. Applicants who do not possess a degree should attach a statement supporting additional recent position related experience.
- Experience in safety and training, including collision investigation, training programs, and DMV requirements; dispatch and street operations; labor relations and contract interpretation for an agency of at least 150 bus operators.
- Minimum of 5 years supervisory experience in transit management.
- Transportation Safety Institute (TSI) Train the Trainer certification is preferred.
- Fundamentals of Bus Collision Investigation Certification (TSI) is preferred.
- Advanced Problems in Bus Collision Investigation Certification (TSI) is preferred.
- Transit Supervisor Certification (TSI) is preferred.

Required License:

- Must possess and maintain a current, valid California driver's license and satisfactory driving record (Drives District vehicles on a regular basis).
- California Commercial Drivers' License with a minimum of one-year commercial driving experience.
- 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.