



Job Description

**DEPARTMENT MANAGER
DIRECTOR OF OPERATIONS**

**Position Code: A_O17
Salary Grade: A_S7**

SUMMARY

Responsible for planning, directing, and evaluating all areas of transit services in accordance with policy direction adopted by the Board of Directors. Provides highly complex and responsible direction for Operations Department and administrative programs. This position will serve as back-up to the Executive Director. Responsibilities will include planning, managing, evaluating and delivering transit services.

REPRESENTATIVE DUTIES

This list is intended to indicate the general nature and level of work performed by employees within this classification and is not designed to be interpreted as an exhaustive listing of all tasks required of employees assigned to this job.

- Responsible for accomplishing the critical business outcomes of assigned transit departments and advancing the agency's goals and objectives within general policy guidelines.
- Plans, directs, and evaluates all ART-related operating activities
- Establishes goals and collaborates in the development and implementation of agency-wide goals, critical business outcomes, policies, procedures and plans.
- Provides counsel to the Executive Director on significant matters affecting ART operations and policies.
- Consults with and makes policy decision concerning contracted operations, community groups, and members of the public on a wide variety of complex and multifaceted transit issues.
- Provides expertise and advice regarding staffing decisions, including recommendations for hiring, promotion and termination; coordination of training; and the implementation of discipline and remedial measures.
- Provides technical direction to managerial, professional and technical staff in carrying out assigned functions.
- Directs the preparation and administration of the annual budget for areas of responsibility.
- Develops, implements, and administers a variety of special projects.
- Performs other related duties, as defined and directed by Executive Director

QUALIFICATION GUIDE

Knowledge of:

- Principles, policies and practices of transit management and administration
- Budget administration and planning
- Principles of leadership, teambuilding, motivation and conflict resolution
- Federal and state laws, rules regulations, and human resource laws
- Policy development and implementation.



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Ability to:

- Plan and direct the work of managerial and professional staff
- Effectively train and evaluate staff
- Prepare and administer complex budgets
- Analyze issues and develop alternative solutions
- Write, prepare and/or analyze and evaluate comprehensive written reports with recommendations.
- Make effective oral presentations to a variety of audiences
- Apply collaborative work strategies and gain the cooperation of employees at all levels of the agency
- Establish and maintain positive working relationships with the Board of Directors, agency personnel, contractors' representatives and members of the public.

EDUCATION AND EXPERIENCE

Any combination of education and experience equivalent to a bachelor's degree with a minimum of approximately eight years progressively responsible experience in transportation field, five years of which are in management. Advanced degree is preferred.

WORKING CONDITIONS/PHYSICAL ACTIVITIES

(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. ATN provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)

Positions in this class typically require:

- Work may be performed in a stressful, fast-paced office environment, depending upon assignment.
- Requires ability to understand verbal communication and to respond effectively.
- Positions in this class typically require: Reaching, Fingering, Grasping, Feeling, Talking, Hearing, Seeing, and Repetitive Motions in computer use.

SPECIAL REQUIREMENTS & CERTIFICATIONS

Valid California Driver License. Pre-employment drug screening and background check is required. ATN is an equal opportunity & affirmative action employer.



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SAFETY SENSITIVE

Positions in this job classification are considered safety sensitive and are subject to drug and alcohol testing, including but not limited to pre-employment testing, post- accident testing and random testing, under Federal Transportation Administration (FTA) drug and alcohol regulations, and U.S. Department of Transportation (DOT) regulations, 49 CFR Part 40 and Part 655. Please refer to the OCTA Drug and Alcohol Policy Manual for additional information