



## Job Description

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| <b>Position Title:</b> | Deputy Director of Operations  |
| <b>Reports to:</b>     | Managing Director  |
| <b>Department:</b>     | Operations   |
| <b>FLSA Status:</b>    | Exempt   |
| <b>Type:</b>           | Regular, Full-Time   |
| <b>Salary Range:</b>   | \$95,000-\$104,000 (DOE&Q)   |
| <b>Workplace Type:</b> | Primarily an in-person role at the worksite with occasional opportunities for remote work as determined by organizational needs. |
| <b>Work Location:</b>  | Anaheim, CA  |


### About the Role

The Deputy Director of Operations provides critical leadership in transportation services, ensuring efficient service delivery, regulatory compliance, and alignment with ATN's strategic objectives. This role emphasizes safety performance, operational optimization, and fostering collaboration across departments. **Candidates with industry certifications, such as DAPM, Reasonable Suspicion, Safety Management Systems (SMS), NTD Reporting, or TSI training are highly encouraged to apply.**

### Responsibilities

*(This list outlines the general scope of the position and is not exhaustive.)*

- **Safety and Security Management:** Oversee safety programs and emergency preparedness, ensuring compliance with safety regulations and effective incident response across all departments and contracted staff.
- **Daily Operations:** Manage service planning, preparation, and delivery, including monitoring contracted service provider performance to ensure alignment with organizational objectives.
- **Regulatory Compliance:** Ensure adherence to Federal, State, and Local transportation regulations, including Federal Transit Administration (FTA) requirements.
- **Contractor Oversight:** Monitor contractor compliance with company policies, enforce contractual agreements, and manage liquidated damages to ensure accountability.
- **Performance Metrics:** Develop and monitor key performance indicators (KPIs) to drive continuous improvements in service quality and operational efficiency.
- **Operational Efficiency Strategies:** Develop and implement strategies to optimize operational performance, resource allocation, and service quality.
- **Service Planning and Scheduling:** Oversee service planning, bid publication, ridership projections, and service level monitoring to align with community needs and organizational goals.
- **Budget Management:** Oversee operational budgets to ensure efficient resource allocation and cost control.
- **Reporting Oversight:** Ensure accurate and timely submission of operational reports, including National Transit Database (NTD) data and other mandatory filings.
- **Team Leadership:** Lead, train, and manage operations staff to foster professional growth, enhance performance, and build a cohesive team.

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 1354 S Anaheim Blvd.  
Anaheim CA 92805



- **Strategic Planning:** Contribute to the development and implementation of short- and long-term goals that align with the organization’s strategic vision.
- **Stakeholder Presentations and Engagement:** Prepare reports and presentations for the Board of Directors and external stakeholders. Act as an official representative to community groups and stakeholders to address concerns and improve services.
- Perform other duties as assigned

#### Knowledge and Experience:

- Bachelor’s degree in Business Administration, Transportation Management, or a related field (preferred).
- Minimum seven (7) years of experience in transit operations management with four years in a supervisory role. Experience and transferrable skills from logistics, aviation, or other operational fields is acceptable.
- **Certifications:** Industry certifications such as Designated Employer Representative (DER), DAPM (Drug and Alcohol Program Manager), Safety Management Systems (SMS), and TSI (Transportation Safety Institute) certifications are highly desirable.
- Expertise in Federal Transit Administration regulations and other transportation compliance requirements.
- Understanding of FTA or similar compliance frameworks (preferred).
- Familiarity with service planning software, CAD/AVL systems, and other transit technologies such as scheduling platforms, real-time tracking tools, and electronic fare collection systems. Proficiency in Microsoft Office Suite is essential.
- Strong leadership, communication, organizational, and strategic planning abilities, with experience managing multiple projects in a fast-paced environment.

#### Additional Requirements


- Occasional work outside of regular business hours
- A valid **Class B Commercial Driver’s License (CDL) with no restrictions** is highly desirable but not required. **Ability to obtain a Class B CDL is acceptable, and training will be provided**
- Must provide proof of eligibility to work in the U.S.
- Ability to work **on-site full-time** at the Anaheim, CA work location, with limited remote work options based on operational demands.

#### Safety Sensitive


This position is 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.

#### Equal Employment Employer

Anaheim Transportation Network (ATN) is an Equal Opportunity Employer and does not discriminate against any applicant or employee on the basis of race, color, sex, religion, national origin, age, disability, or any other consideration made unlawful by applicable local, state, or federal laws.

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