

## **SPOKANE TRANSIT**

### **POSITION DESCRIPTION**

**For**

### **CHIEF OPERATIONS OFFICER**

#### **NATURE OF WORK**

Position is responsible for the effective and efficient delivery of Spokane Transit's fixed route bus and complementary paratransit services, the vanpool program, and vehicle and facility maintenance. The ideal candidate will lead and inspire his/her division to focus on achieving STA's vision and priorities. S/he will direct the annual staffing and operational and capital budget. He/She will be an essential member of the CEO's Executive Team whose goals are to coordinate and maximize the organization's efforts, energy, and focus. Handle day-to-day problem-solving and issue resolution as well anticipating what will be needed in the next 5 – 10 years. Ensure operational metrics are current and performance is on track to meet or exceed standards.

#### **SUPERVISION RECEIVED**

Position reports directly to the Chief Executive Officer. Work is reviewed periodically to assure conformance with established goals and achievement of results consistent with objectives. Also works closely with the CEO's Executive Team.

#### **SUPERVISION EXERCISED**

Provides supervision to the Operation's Division. The majority of employees (currently about 450 of the organization's 550) in this division either drive or maintain a vehicle. He/She also oversees management and administrative staff.

#### **ESSENTIAL FUNCTIONS**

Demonstrate the organization's priorities and exemplifies Spokane Transit's Core Values. Create an environment where expectations of exceptional performance are shared and rewarded.

Total fleet responsibility includes more than 300 fixed route buses, paratransit vans, vanpool vehicles plus non-revenue fleet; road supervisor and security vehicles, snow removal and shelter cleaning equipment for the 1,668 bus stops, 13 Park & Ride lots, and 127 shelters. There are three garages where revenue service vehicles are cleaned, fueled, vaulted and stored and a new garage will be added in 2018.

Determine and manage information regarding the performance, ridership and revenue generation of general transit service, and use for continuous improvement.

Direct the development and maintenance of comprehensive records and materials, data collection techniques, performance measurement and reporting methods; and comply with all required record keeping statutes and regulations.

## ESSENTIAL FUNCTIONS CONTINUED

Manage, measure, evaluate, plan, and budget in a transparent manner that is understood by all levels of the organization.

Develop and implement strategies that enhance the image, culture and values of the organization.

Develop and prepare all transportation equipment and vehicle technical specifications; and lead major vehicle and equipment acquisition and related capital projects.

Plan and implement programs and courses of action to the overall benefit of the Spokane Transit's public transportation operations; identify and monitor variances and take necessary corrective action in a timely manner.

Respond to inquiries from the public, Board and other elected officials, etc.

Coordinate with all Spokane Transit offices and local, state and federal agencies in such a way as to assure the efficiency and effectiveness of the entire transit operation.

Audit, review, and evaluate operational performance in a transparent manner; and prepare required reports for the Chief Executive Officer, Board of Directors and local, state, and federal agencies.

Administer labor agreements for three unions within the Operations division.

Provide leadership in the labor negotiation process; participate in the hiring, discipline and termination of division personnel; and direct the administration of division employee performance appraisals.

Mentor and encourage professional development for staff.

Maintain integrity with a high standard of ethics displayed in employee and community relations.

Must be punctual, reliable and maintain regular attendance in order to contribute individually to the efficient and effective delivery of transportation service to the general public.

Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of the position.

This job description in no way implies that the duties listed here are the only ones the employee may be required to perform. The employee is expected to perform other tasks, duties and training as dictated by the CEO or his/her designee.

## MINIMUM REQUIREMENTS

**Training and Experience:** A Bachelor's Degree from an accredited college or university with an emphasis in business, operations management or engineering. An advanced degree is highly preferred.

Ten years of increasingly responsible experience managing operations with similarly sized vehicle fleets and employees preferred, maintaining multiple operating and administrative facilities; in a public transportation system or large city or county department. A combination of education and experience that would likely provide the required knowledge and abilities will be considered.

**Physical Capabilities:** The physical requirements of this position are sedentary in nature and require communication orally or in writing.

**Computer Skills:** Experience within the Microsoft environment and an integrated business system.

## **SELECTION FACTORS**

Demonstrated experience managing a fleet of vehicles desired.

Knowledge of modern principles and practices of effective leadership and management of an organization in transformation.

Ability to implement the structure, measures, and timelines needed to operationalize new technologies and integrate additional personnel and equipment during a period of significant growth.

Ability to manage, plan, supervise and evaluate the work of subordinates.

Ability to interpret labor contracts and agreements.

Ability to develop operational strategies to maximize customer needs without sacrificing customer service, or efficiency.

Knowledge of the complexities of a multi-modal service delivery and capital maintenance program.

Ability to provide technical input and review in the planning, acquisition, financing and negotiation of major capital projects.

Skilled in resolving difficult situations with positive outcomes. Encourage collaboration in negotiation, grievance processing, and labor/management issues.

Ability to actively engage and involve internal and external stakeholders, then respond appropriately to input.

Ability to succeed in and understand an environment with multiple internal and external stakeholders.

Ability to interact equally well with Board members, employees, and community members.

## **WAGE**

As provided for in the Spokane Transit Salary and Compensation Policy.

## **AA/EEO**

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of age, disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation or veteran status.

Rev 08/11/2017