

SPOKANE TRANSIT

POSITION DESCRIPTION

FIXED ROUTE TRANSPORTATION MANAGER

NATURE OF WORK

This person assists the Fixed Route Senior Transportation Manager in the daily overall management and supervision of the Fixed Route Transportation Department's day-to-day operations. The Transportation Manager is responsible for supervising and directing the work, in combination and concurrence with the Sr. Transportation Manager, of the Fixed Route Supervisors and Coach Operators.

Work is performed with considerable independence and requires incumbent to plan, arrange and prioritize own work and apply independent judgment in determining proper actions to ensure that established standards, policies, laws, codes and regulations are adhered to. This position requires effective and cooperative working relationships with other departments, transit officials, public agencies, vendors, suppliers, and others. Work requires the ability to resolve conflicts and deal effectively throughout the organization to assure that efforts are properly directed toward achieving common Agency goals.

The Transportation Manager is expected to maintain a professional demeanor commensurate with the level of the position and which serves as an example to his/her subordinates and co-workers. This person should have a comprehensive knowledge of public transit operations, transportation scheduling, accessibility, and administrative practices and methods.

SUPERVISION

This position reports to the Sr. Transportation Manager and work is reviewed for evaluation of professional judgment, compliance with Agency policies and achievement of results consistent with established objectives.

ESSENTIAL FUNCTIONS

Provides leadership and direction to the Fixed Route Supervisors and Coach Operators and is responsible for the efficient and effective transportation operations of the agency. This position is responsible for the continuity and operation of the Fixed Route Transportation Department and is responsible for instructing, directing, and maintaining the workflow of Transportation staff.

Examples of Duties

Assists in the planning, organizing, coordinating, and managing activities and functions of the Fixed Route Transportation Department.

Primary area of responsibility is the leadership and management of day-to-day street operations to assure the agency meets/exceeds its service quality performance objectives. These performance objectives include, but are not limited to safety, on time performance, and customer service.

Coordinates the planning and implementation of transportation services with appropriate internal departments and coordinates with outside agencies to provide necessary transportation services to the community.

Responsible for coordination of fixed route special events.

Responsible for coordination of fixed route detours and temporary service adjustments.

Assist the supervision, evaluation, and record keeping of the performance of coach operators.

Communicates with Agency administrators and personnel, union representatives, transit officials, vendors, suppliers and others to exchange information and resolve issues related to the transportation functions of the Agency.

Examples of Duties

Directs the preparation of transportation records, reports, statistics and other materials for Agency use and for local, State, and federal agencies as required.

Managing the customer comments (complaints, suggestions, and compliments) for the fixed route department. This person will be in charge of Trapeze COM module for the department. Position will work closely with the Transportation Clerk for customer comment record keeping.

Responsible for collecting, analyzing, and reporting data for on time performance, ridership, schedule and routing, safety and loss, and budget information.

Responsible for coordinating training needs and programs for fixed route operators and supervisors.

MINIMUM REQUIREMENTS

Training and Experience: Bachelor's degree in Business, Transportation, Public Administration, or a similar field. Four years of progressively more responsible experience in operations, prefer transit operations including at least three years experience in a supervisor capacity.

License: Must possess a valid driver's license from the state of residence, maintain a driving record free of violations. Capable of obtaining a Commercial Driver's license preferred.

Physical Capabilities: The physical activity of the position requires the ability to sit, stand, walk, squat, stoop, waist bend, kneel, balance, twist, talk, grasp, and finger.

The sensory requirements of the position include visual acuity to determine color, depth and field of vision, and the ability to receive detailed information through oral communication and to make discriminations in sound.

The physical requirements of this position require the ability to exert up to 50 pounds of force occasionally and/or up to 10 pounds of force frequently and a negligible amount of force constantly to move objects.

Incumbent is subject to inside and outside environmental conditions, noise, dust, fumes, hazardous materials and vibration.

Computer Skills: Experience within the Microsoft environment.

SELECTION FACTORS

Considerable knowledge of modern practices, methods, and procedures involved in the management of transit operations, including State and Federal laws pertaining to public transportation as well as Agency policies, procedures and practices.

Knowledge of practices, procedures, and techniques of fixed route transit planning and scheduling and personnel administration.

Knowledge of applicable laws, rules, and regulations.

Management and supervisory skills including the ability to communicate effectively both orally, in writing; establish, and maintain effective and cooperative working relationship with others.

Ability to make independent decisions, assume responsibility, and plan, organize, direct, develop, and evaluate the activities, functions, and personnel in the Fixed Route Transportation Department.

WAGE

Salary as provided for in the Spokane Transit Salary and Compensation Plan.

AA/EEO

Spokane Transit Authority is an affirmative action and equal opportunity employer.

I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.

Employee Name Printed

Date

Employee Signature