

Nature of Work

This position assists the Fixed Route Transportation Director in the daily overall management and supervision of the Fixed Route Transportation Department's day-to-day operations. The Transportation Manager proactively leads the supervision and direction of work for the Fixed Route Supervisors and Coach Operators, in combination and concurrence with the Transportation Director. They also enforce expectations, standards, and procedures while evaluating operational performances to enhance and improve the safety, service reliability, and customer experience.

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 collaboration with other departments, transit officials, public agencies, vendors, suppliers, and others. Work requires the ability to resolve conflicts and deal effectively throughout the organization ensuring 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 which serves as an example to his/her subordinates and co-workers. This role must demonstrate a comprehensive knowledge of public transit operations, transportation scheduling, accessibility, and administrative practices and methods.

Supervision Received

Position receives direction from the Fixed Route Transportation Director and work is reviewed for evaluation of professional judgment, compliance with Agency policies, and achievement of results consistent with established objectives.

Supervision Exercised

Provides supervision to Fixed Route Supervisors and Coach Operators and is responsible for the efficient and effective transportation operations of the agency.

Essential Functions

- 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 supervision, instruction, and training.
 - Plans, organizes, coordinates, and manages activities and functions of the Fixed Route Transportation Department while striving to make improvements to processes, procedures, and communications.
 - Primary area of responsibility is the leadership and management of day-to-day street operations to ensure 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.
 - Review and evaluate Supervisor's completed work and work in progress to assure accuracy, efficiency and effectiveness of radio and window dispatchers.
 - Sustain a positive, accountable, & team-oriented culture in the Fixed Route Transportation Department.
 - Provide activity and performance reports that measure the dispatcher's effectiveness and quality of 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, in coordination with Human Resources for the evaluation and hiring of candidates for Coach Operator and Fixed Route Supervisor.
 - Assist the supervision, evaluation, and record keeping of the performance of coach operators.
 - Responsible for coordination of fixed route special events, detours and any temporary service adjustments.

- 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.
 - 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 administrative assistant 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.
- Represent Spokane Transit in professional and positive light to the community.
- Provide excellent customer service to all customers both internally and externally.
- Display and practice STA's Core Values in the workplace.
- Must be punctual, reliable, and maintain regular attendance.
- Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of the position.

Public Transit Agency Safety Plan

- Follow safety rules and safe practices described in accident prevention program, safety standards and training you receive.
- Promptly report unsafe conditions or actions to your supervisor or safety committee representative or the Safety Officer using the Safety Hazard Report Form.
- Ask for assistance if their physical capacities, skills and/or knowledge are not adequate to complete the task safely.
- Report all injuries to your supervisor promptly regardless of how serious.
- Report all near-miss incidents to your supervisor promptly.
- Always use personal protective equipment (PPE) in good working condition where it is required.
- Do not remove or disengage any safety device or safeguard provided for employee protection.
- Encourage co-workers by your words and example to use safe work practices on the job.
- Safeguard and look out for co-workers.
- Make suggestions to your supervisor, safety committee representative or management about changes you believe will improve employee safety and or eliminate hazards

This job description no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties, and training as dictated by their Supervisor and/or Spokane Transit.

Minimum Requirements

Training & Experience

Prefer Bachelor's degree or equivalent and specialized or technical training, which may be obtained in vocational courses or on-the-job experience. Four years of progressively more responsible experience in operations, prefer transit operations including at least three years' experience in a supervisor capacity.



Position Description Fixed Route Transportation Manager

Physical Requirements

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

License

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

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.
- Knowledge or experience providing leadership within a unionized environment and administration of progressive discipline.

Wage

Salary as provided for in the STA Salary and Compensation Policy.

AA/EEO Notice

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.

Acknowledgement

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

Employee Signature

Date