

Nature of Work

The Fixed Route Transportation Director provides leadership for Spokane Transit's Fixed Route Transportation operations, with a strong emphasis on leadership, communication, and day-to-day support for Transportation Supervisors and frontline coach operators. The Director establishes clear expectations, standards, and procedures; evaluates operational performance and departmental personnel; and drives continuous improvement in safety, service reliability, and customer experience. Work is performed with considerable independence and requires the incumbent to plan, arrange, and prioritize work while exercising sound judgment to ensure that established standards, policies, laws, codes, and regulations are consistently applied.

The position requires effective and cooperative working relationships with supervisors, frontline employees, other departments, transit officials, public agencies, vendors, suppliers, and others, as well as the ability to resolve conflicts, communicate clearly, and ensure efforts are aligned toward common agency goals. The Director is expected to model accountability, consistency, and integrity in all decisions and interactions, foster a positive and engaged department culture aligned with the agency's mission, vision, and values; and lead collaboratively across the organization to ensure consistent service delivery. The Director is also responsible for actively developing leadership capacity within the department by mentoring, coaching, and supporting the professional growth of managers and supervisors.

The role requires an unwavering commitment to integrity, including making fair, consistent, and transparent decisions, even in complex or high-pressure situations.

Supervision Received

This position reports to the Deputy Chief Operations Officer and supports the Chief Operations Officer in administering and managing the Fixed Route Transportation Department's activities and workflows. Work is reviewed for professional judgment, compliance with agency policies, and achievement of established objectives.

Supervision Exercised

Provides direct leadership and supervision of the Fixed Route Transportation Department through subordinate managers and supervisors.

Essential Functions

- Provide leadership and direction to Fixed Route Transportation personnel and ensure efficient, effective, and reliable transportation operations.
- Ensure continuity of department operations, including supervision, instruction, direction, scheduling, and training of staff.
- Coordinate planning and implementation of Fixed Route Transportation services with internal departments and external agencies.
- Communicate regularly with agency leadership, employees, union representatives, transit officials, vendors, suppliers, and community partners to exchange information and resolve operational issues.
- Ensure departmental alignment with agency mission, goals, and objectives; develop annual work plans and strategies focused on safety, service quality, and operating efficiency.
- Prepare and manage the department's annual budget; monitor and approve expenditures in accordance with agency policies and sound fiscal practices.
- Direct preparation of operational records, reports, statistics, and required documentation for internal use and local, state, and federal reporting.

- Attend, chair, and participate in meetings, including those related to grievances, arbitration, and litigation.
- Supervise, evaluate, select, train, counsel, discipline, and, when appropriate, terminate departmental personnel.
- Exercise administrative control over a large workforce through subordinate managers and supervisors.
- Strengthen teamwork and collaboration across departments to support integrated operations and consistent decision making.
- Build and sustain a positive, accountable culture within the Fixed Route Transportation Department.
- Develop, implement, and sustain structured professional development opportunities for supervisors and staff, including coaching, mentoring, training plans, and succession planning efforts.
- Hold leaders accountable for developing their teams and reinforcing a culture of continuous learning and development.
- Ensure supervisors are equipped with the tools, training, and support necessary to lead effectively and consistently.
- 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

Bachelor's degree or equivalent combination of education and specialized or technical training. Seven years of progressively responsible experience in transit operations, including at least three years in a management capacity.



Position Description Fixed Route Transportation Director

Physical Requirements

Ability to sit, stand, walk, squat, stoop, bend, kneel, balance, twist, talk, and grasp. Visual acuity is sufficient to determine color, depth, and field of vision; ability to receive detailed oral information and discriminate sounds. Ability to exert up to fifty pounds occasionally, up to ten pounds frequently, and negligible force continuously. Exposure to indoor and outdoor environments, noise, dust, fumes, hazardous materials, and vibration.

Computer Skills

Experience using Microsoft Office applications. Experience with transit software systems, including Trapeze or Vontas, is preferred.

License

Valid driver's license from state of residence with a satisfactory driving record. Ability to obtain a Commercial Driver License is preferred.

Selection Factors

Leadership and People Management

- Demonstrated ability to lead a large, unionized Fixed Route Transportation workforce.
- Proven ability to build trust, reinforce accountability, and support employee development.

Fixed Route Transportation Operations Expertise

- Comprehensive knowledge of Fixed Route Transportation operations, including service delivery, scheduling, dispatch, supervision models, and on-street operations.
- Strong understanding of safety practices, regulatory compliance, and operational risk management.

Labor and Employee Relations

- Experience operating within a unionized environment with consistent application of collective bargaining agreements and progressive discipline.
- Ability to work constructively with union leadership and address issues professionally.

Operational Performance and Continuous Improvement

- Ability to establish, monitor, and improve performance measures related to safety, reliability, staffing stability, ontime performance, and customer experience.
- Experience using data and frontline input to drive practical improvements.

Strategic Thinking and Decision Making

- Ability to align department priorities with agency goals and strategic initiatives.
- Sound judgment balancing operational needs, employee considerations, fiscal responsibility, and customer expectations.

Communication and Collaboration

- Strong written and verbal communication skills.
- Ability to collaborate effectively across departments and with external partners.

Professional Integrity and Accountability



Position Description **Fixed Route Transportation Director**

-
- Demonstrated fairness, consistency, and integrity in leadership.
 - Ability to model professional behavior and reinforce clear expectations within Fixed Route Transportation.

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