

POSITION TITLE: Transit Manager
DEPARTMENT: Transit
FLSA STATUS: Exempt
SALARY RANGE: I
REPRESENTATION: None

GENERAL POSITION SUMMARY:

The Transit Manager is responsible for planning, scheduling, assigning, and supervising the internal operations and maintenance of the transit system including City and County services. The Manager performs complex supervisory, administrative, and professional tasks, in managing and overseeing the functions and activities of the Transit Department. Critical job duties include but are not limited to; oversight of transit tax collections, oversight of daily operations and contractor compliance, oversight of fare media distribution and reconciliation, tracking, billing and oversight of County services.

The Manager reviews billing and performance reports from the Transit contractor for approval to Director; supervises contractors and consultants for compliance with local, regional, state, and federal regulations as well as performance and policy compliance; works closely with contractor with scheduling, training, operations, and maintenance. Reviews, approves/denies applicants for ADA and Medical rides eligibility programs.

Works with other City Departments on development of special routes in coordination with City events. Development of and outreach for travel training programs.

This position will supervise and manage contracted services, assist the Director in project management of capital improvement projects, provide critical operational support and advice to the Transit Director, contracted staff, and project consultants. The position assists the Director with the planning, organizing, and management of transit activities including the fixed, deviated and dial-a-ride services and related infrastructure.

The position requires use of independent judgment to resolve complex problems in a variety of situations and work environments. The Manager must have the ability to deliver timely and thorough results within set guidelines. Supervises assigned staff, manages performance and compliance of contracted services; and responds daily to customer services and response inquiries.

ESSENTIAL DUTIES:

- Assist the Transit Director in overall management of the Transit Department including oversight of contractor activity, reviewing policies, strategic planning, managing, and evaluating public programs for both City and County transit services.
- Oversees the daily operation of fixed, deviated, and demand response transit activities for City and County regional and local services. Supervises contracted employees to ensure daily operations meet contract and grant guided standards. Includes determining route changes and coordinating driver schedules, assisting in scheduling, providing training of software utilized by the Transit Department.
- Requires ability to understand and train others on transit software including but not limited to TripMaster by CTS Software, Seon, Apollo and SafeFleet video equipment and viewing software, Passio Go tablets and

GPS software, MPWeb Fleet Maintenance software, SinglePoint Wifi, FirstNet (radios), Access, Excel, Word.

- Oversees maintenance of critical City and County assets, including fleet management software for the City and County Transit Fleets (approximately 25-30 vehicles). Runs maintenance performance reports, coordinates with fleet maintenance coordinator for grant and maintenance compliance, vehicle warranties, parts and service.
- Oversight of Transit tax collection, including management and training of Transit administrative staff, understanding transit tax structure, issuing pre-citations, coordinating with Police to issue citations. Attending court when necessary. Oversight of collections accounts.
- Requires heavy interactions with the public, coordinating special programs and events, writing documents and reports, and understanding government regulations in the development of policies and procedures.
- Represents the Department to other city departments, elected officials, boards and commissions, and outside agencies.
- Requires coordinating special programs and events with other City Departments, may include route planning, driver scheduling, travel training, public outreach, marketing.
- Participates in the selection of consultants; monitors contracts and services of outside firms to assure compliance with specifications, timelines, City ordinances and policies.
- Supervises, trains, requests reports and information, and evaluates performance of assigned personnel, assists in the selection of new employees, evaluates performance of employees and contracted staff. Responsible for staff development.
- Writing and reviewing grants, reporting to local and state agencies, and understanding government regulations as related to transit including but not limited to FTA Drug and Alcohol compliance regulations, Americans with Disabilities Act requirements, Title VI regulations.
- Manages City and County Americans with Disability Act (ADA) and Elderly and Disabled Medical rides applications. Approves/denies eligibility for program using eligibility requirements, conducting interviews with applicants. Requires current and thorough understanding of the Americans with Disability Act and its application in relation to transit services.
- Handles customer service for City and County services, including reviewing videos to address driver and/or rider behaviors, mailing warning letters to riding public for disruptive or unacceptable behavior.
- Conduct annual rider surveys including creation of surveys, hiring of staff or coordination of volunteers and management of survey process. Compile results for analysis.
- Conduct research and analysis associated with policy and program development. Evaluate new information, trends and developments.
- Coordinate and/or create marketing activities, including literature production/distribution, flyers, ads, and public notices. This may include public speaking, informational booths, travel training for individuals and groups.

JOB SPECIFICATIONS:

Mandatory Requirements:

- Bachelor's Degree from an accredited school in applicable field.
- Five years of transit and/or government administration.
- Other combinations of education and work experience can be considered.

Preferred Requirements:

- Master's Degree from an accredited school in applicable field.

- Five years of progressive experience including leadership/supervisory experience in a municipal setting.
- Certified Community Transit Manager (CCTM)

Necessary Knowledge, Skills and Abilities:

- Knowledge of modern methods and techniques used in the objectives, design, implementation and maintenance of transit services.
- Knowledge of performance metrics, performance management and performance-based approach to organizational planning, analysis and decision making.
- Knowledge of and ability to interpret City, State, and Federal codes, ordinances, specifications, policies, procedures, and standards.
- Knowledge of management theories and supervisory practices and principles.
- Knowledge of public finance and budgeting, and principles of asset management.
- Knowledge of ADA requirements in relation to public transit services.
- Ability to perform cost analysis and budget preparation and administration.
- Ability to communicate effectively, both in writing and orally, including oral presentations.
- Ability to establish and maintain cooperative and effective working relationships with public officials, City staff, community groups, regional organizations, and the general public.
- Ability to understand the City's political environment and sensitivities, and to function effectively within that environment.
- Ability to effectively represent the City in situations which are potentially adversarial or stressful.
- Ability to analyze problems, identify solutions, project consequences of proposed actions, and develop recommendations in support of goals.
- Ability to plan, organize, prioritize, supervise, establish work standards, review performance, and train others.
- Ability to exercise individual initiative and discretion in work, including confidential matters.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to accurately apply laws, codes, regulations, policies, and procedures.
- Ability to manage multiple tasks with attention to detail.
- Ability to interpret, apply and explain codes, rules, regulations, policies, and procedures to non-technical people.
- Ability to recognize occupational hazards and utilize standard safety practices.

Special Requirements/Licenses:

Must be able to pass the city's security clearance standards, including criminal history and reference check. Possession of, or ability to obtain, a valid Oregon driver's license within thirty (30) days and have a satisfactory driving record.

SUPERVISION RECEIVED:

Works under the general direction of the Transit Director.



JOB DESCRIPTION

SUPERVISORY RESPONSIBILITIES:

Supervises the Transit administrative and contracted team, delegating tasks as needed. Will assume supervisory responsibilities in the absence of the Transit Director.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Expected to attend meetings and provide presentations outside the normal work schedule, including evenings and weekends.
- Frequently required to sit for long periods of time and must have the hearing and speaking ability to conduct formal presentations.
- Occasionally required to lift and/or move up to 20 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in an office setting in a well-lit temperature-controlled office environment. Some external noise. Many projects are deadline driven.

TOOLS AND EQUIPMENT USED:

Basic office equipment, including, but not limited to, computer, phone, and copy machine.

Andi Howell
Transit Director

Adopted: 3/31/2024

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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Date: