

Intercity Transit
JOB TITLE: Operations Director

BAND	GRADE	SUBGRADE
E	8	1
DEPARTMENT: Operations	DIVISION: Operations	FLSA STATUS: Exempt
SUPERVISION RECEIVED FROM: General Manager	SUPERVISION EXERCISED OVER: Dial-A-Lift Manager Fixed Route Manager Vanpool Manager Village Vans Supervisor Customer Service Supervisor Scheduling Coordinator Operations Assistant	PAY GRADE: E81
SUMMARY: Plans, organizes and directs fixed-route, vanpool, specialized transit and customer service operations and services. Ensures efficient, safe and State and federal compliant services to the public.		
DISTINGUISHING CHARACTERISTICS: As a Department Head, is held responsible and accountable for providing strategic planning, direction, goals and objectives in developing departmental policy, budgets, operation and staffing. The Operations Director reports directly to the General Manager and serves as a member of the Senior Management Team. As a Director, is responsible for administering major lines of business for Intercity Transit.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FREQUENCY
1.	Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring that employees follow policies and procedures; and making hiring, termination, and disciplinary decisions and recommendations.	Daily 20% (C5)
2.	Provides leadership and direction to departmental staff; coordinates the work of divisions within the department; and coordinates departmental activities with outside agencies.	Daily 10% (E8)
3.	Develops policies, guidelines, procedures and controls to ensure efficient and effective department activities, and efficient and effective operation and implementation of assigned programs and projects.	Daily 5% (E8)
4.	Participates in the Agency's labor relations program to include contract negotiation, administration of collective bargaining agreement, grievance investigations, and arbitration proceedings.	Daily 5% (D6)

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5.	Meets with employees and/or employee groups to address and resolve operational questions and issues.	Daily 10% (D6)
6.	Reviews system performance and recommends improvements, deletions, and other plans of implementation.	Daily 5% (E8)
7.	Co-directs agency security efforts to include preparing and presenting status reports and makes recommendations on security improvements.	Daily 5% (D6)
8.	Prepares reports, studies, and exhibits to address operational questions and issues.	Daily 5% (E8)
9.	Responds to public comments concerning programs and services offered.	Daily 5% (E8)
10.	Attends, chairs and conducts a variety of meetings with the Agency; serves on committees as requested; represents the Agency and makes oral presentations at meetings, conferences and other events.	Weekly 10% NB
11.	Directs the development of short and long term department plans and programs.	Weekly 5% (E8)
12.	Serves as a member of the Senior Management Team and participates in Agency policy development; assures departmental conformance to the Agency's vision, goals and objectives.	Weekly 10% (E8)
13.	Prepares and develops annual department budget; monitors and approves expenditures in accordance with Agency policies and principles of sound fiscal management.	Weekly 5% (E8)
14.	Directs the preparation, maintenance and distribution of records, reports, statistics and other materials for Agency use and for Local, State and Federal agencies as required.	Monthly 5% (D6)
15.	Performs other duties of a similar nature or level.	As Required
16.	Must meet regular time and attendance standards.	Always

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Knowledge (position requirements at entry):

Knowledge of:

- Management principles and practices;
- Labor contracts;
- Transportation/operations practices;
- Applicable Federal, State, and Local laws, rules, and regulations;
- Conflict resolution techniques;
- Basic mathematics.

Skills (position requirements at entry):

Skill in:

- Monitoring and evaluating subordinate staff;
- Writing reports, business correspondence, and procedure manuals;
- Presenting information and responding to questions from groups of managers, clients, customers, and the general public;
- Negotiating and resolving conflicts;
- Evaluating operations systems performance for improvements;
- Developing operations plans;
- Measuring service utilization;
- Developing and administering budgets;
- Directing operations studies related to transportation;
- Defining problems, collecting data, establishing facts, and drawing valid conclusions;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, elected officials, and the general public sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

Bachelor's Degree in Public Administration, General Business Administration, Transportation or a related field and seven years of progressively responsible supervisory/management level experience in a transit agency; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

- Class B Commercial Driver's License.

Must submit to criminal background check, the results of which must meet hiring criteria for the role.

Physical Requirements:

Positions in this class typically require: talking, hearing, and seeing.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

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NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson and Associates LLC (LM)

Date: 8/05/04

Revised: 6/1/09 + background ✓'s; CDiRito

Revised: 9/16/2011 Comp Class Review: HR