

**Intercity Transit**  
**JOB TITLE: Fixed Route Manager**

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|--|---|-------------------------------|
| <b>BAND</b>  | <b>GRADE</b>  | <b>SUBGRADE</b>               |
| <b>C</b>   | <b>4</b>  | <b>5</b>                      |
| <b>DEPARTMENT:</b><br>Operations   | <b>DIVISION:</b><br>Transportation                          | <b>FLSA STATUS:</b><br>Exempt |
| <b>SUPERVISION RECEIVED FROM:</b><br>Operations Director   | <b>SUPERVISION EXERCISED OVER:</b><br>Operations Supervisor | <b>PAY GRADE:</b><br>C45      |
| <b>SUMMARY:</b><br>Manages the daily operations of fixed route transportation services. Provides dispatch, radio communications, and on-the-road guidance to Operations Supervisors and indirectly to Coach and Van Operators to provide service to customers. |   |                               |
| <b>DISTINGUISHING CHARACTERISTICS:</b><br>Manages the day-to-day operations of fixed route transportation services. As a Manager, supervises Operations Supervisors and oversees transit operators.  |   |                               |

| <b>DUTY NO.</b> | <b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)   | <b>FREQUENCY</b>             |
|-----------------|---|------------------------------|
| 1.              | Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring employees follow policies and procedures; and making hiring, termination, and disciplinary decisions and recommendations.  | Daily<br>15%<br>(C5)         |
| 2.              | Prepares and develops annual Transportation Services budget and monitors and approves expenditures in accordance with Agency standards.   | Daily<br>10%<br>(C4)         |
| 3.              | Provides field and base operations supervision as required; furnishes advice, assistance and direction with regard to situations that arise as a result of field transit operations; monitors and evaluates operator field activities and skill levels. Investigates complaints and responds appropriately; provides follow-up written or verbal communication as needed. | Daily<br>15%<br>(C4)         |
| 4.              | Provides leadership to ensure the vehicle and Park and Ride camera systems are used effectively and in compliance with agency policies as well as overall security planning and National Incident Management Systems compliance.  | Daily<br>(C4)<br>As required |

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|-----------------|--|----------------------|
| 5.              | Assures that Agency standards of safety, courtesy and reliability are met by daily monitoring of transit operations staff for adherence to Agency policies, rules, regulations and schedules.  | Daily<br>10%<br>(C4) |
| 6.              | Schedules, assigns, and dispatches Operations Supervisors, operators and equipment on a daily basis; receives and responds to requests for operator replacements. Maintains records of Operations Supervisors, operator assignments, and attendance exceptions. Supervises the scheduling, payroll, and job bidding of Operators.  | Daily<br>10%<br>(C5) |
| 7.              | Provides liaison among Operations Supervisors, individual operators, Operations management, and customers or customers' care providers.  | Daily<br>5%<br>(C4)  |
| 8.              | Manages the uniform contract for represented and non-represented employees.  | Daily<br>5%<br>(C4)  |
| 9.              | Responds to employee injury and motor vehicle accident scenes when necessary; investigates and evaluates motor vehicle accidents; determines preventables and recommends retraining and/or appropriate discipline. Takes charge of accident or other emergency scenes, ensuring safety and security of operators, customers, and Agency equipment; operates buses or vans when necessary; reroutes buses or vans and adjusts headways in response to field conditions; conducts on-the-scene accident investigation and documentation. | Daily<br>10%<br>(C4) |
| 10.             | Monitors transit schedules, routes and equipment through field inspection; investigates and reports on schedule and route deficiencies and problems; recommends changes as necessary. Researches service requests and makes recommendations on findings; acts as liaison for the Agency in general field public relations. Works closely with Development for site plan reviews and future routing and stop placements.  | Weekly<br>5%<br>(C4) |
| 11.             | Creates and implements policies and procedures to enhance the safety of Agency employees, property and the public. Confers with Operations Supervisors and operators regarding proper safety procedures, defensive driving techniques, customer relations issues, report preparation for new or revised policies, procedures and schedules; counsels and takes corrective action when necessary.   | Weekly<br>5%<br>(C4) |

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|----------|---|-----------------------|
| 12.      | Works with law enforcement and contracted security personnel to provide security to operators and customers. Oversees professional security contracts with outside contractors; monitors contractor performance; recommends changes as needed.  | Weekly<br>5%<br>(C4)  |
| 13.      | Assists with the planning and review of existing and future transit facilities to ensure a secure and safe environment for Agency employees and the public. Assists in the development, implementation, and facilitation of security and/or emergency response related programs and training for Agency staff. Facilitates relations and communication with other departmental staff, local jurisdictions and community businesses to ensure security and emergency management efforts and resources are maximized in the most cost effective manner. | Monthly<br>5%<br>(C4) |
| 14       | Performs other duties of a similar nature or level.   | As Required           |
| 15.      | Must meet regular time and attendance standards.  | Always                |

**Knowledge** (position requirements at entry):

Knowledge of:

- Supervisory principles and practices;
- Applicable Federal, State, and Local laws, rules, and regulations;
- Budgeting principles and practices;
- Project management principles;
- Transit principles and practices;
- Investigative principles and practices.

**Skills** (position requirements at entry):

Skill in:

- Monitoring and evaluating subordinate staff;
- Preparing reports;
- Planning and review of existing and future transit facilities;
- Managing contracts;
- Coordinating security measures;
- Responding to employee injury and motor vehicle accident scenes;
- Writing reports and business correspondence;
- Managing projects;
- Managing transit operations;
- Handling multiple tasks simultaneously;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to exchange or convey information and to receive work direction.

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**Training and Experience** (position requirements at entry):

Bachelor's Degree in Business Administration, Transportation or related field and five years of experience in transportation; 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 with Passenger and Air Brake Endorsement.
- 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: reaching, driving, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

**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