

# LIVERMORE/AMADOR VALLEY TRANSIT AUTHORITY

## POSITION DESCRIPTION

**POSITION** Director of Operations and Innovation

**CLASSIFICATION** Exempt

### POSITION DESCRIPTION

The Director of Operations and Innovation reports to the Executive Director and under his/her direction oversees and manages customer service at the agency and the fixed route and paratransit contracts, in addition to innovative service contracts. The position also oversees paratransit and IT specialists and is a key member of the management team.

### SPECIFIC DUTIES AND RESPONSIBILITIES

#### **45%** *Operations Oversight*

- Oversee contractor service performance monitoring to ensure the performance and quality assurance standards set forth in the contract/solicitation are met.
- Oversee contractor compliance monitoring regarding maintenance of rolling stock and facilities operated and/or maintained by contractors to ensure compliance with agency and FTA requirements.
- Monitor contractor compliance with Title VI, EEO, ADA, drug testing regulations and contractor safety program.
- Ensure accuracy with contractor billing and reporting.
- Perform formal performance reviews at least quarterly, with documented corrective actions.

#### **25%** *Innovation*

- Explore and provide recommendations to the management team on innovative services and products that can be implemented, and that will prepare the agency to lead discussions on the evolving public and private roles in transportation services, both short and long-term.
- Manage projects such as the shared autonomous vehicle and the GoDublin project with transit network companies.

#### **15%** *Customer Service Team*

- Oversee the customer service team to ensure courteous and responsive information is provided promptly to customers.
- Provide daily reports on customer service issues and their resolution to the management team, and monitor contractor response in taking corrective actions.
- Addresses and resolves complex or escalated customer complaints and concerns.

#### **15%** *Paratransit and IT Specialist Oversight*

- Manage Paratransit Planner Specialist, to include the application, assessment, and introductory process for paratransit customers.

- Manage Fleet and Technology Management Specialist to ensure products and rolling stock are deployed timely and are responsive to customer and agency needs.

***Behavior***

The employee shall work well under pressure meeting multiple and sometimes competing deadlines. The employee shall always demonstrate cooperative behavior with colleagues, supervisors, contract service provider, and the public.

**KNOWLEDGE/SKILLS REQUIRED BY POSITION**

**Skills & Abilities:**

Ability to think strategically and proactively;  
Ability to lead and coordinate projects;  
Ability to make effective public presentations;  
Ability to communicate effectively, both orally and in writing;  
Ability to obtain public acceptance of the Authority;  
Ability to motivate staff;  
Ability to recognize business problems, develop alternatives, and implement viable solutions;  
Ability to prepare and monitor departmental operating budget.

**Knowledge of:**

Knowledge of Project Management principles and demonstrated experience in project delivery, meeting scope, schedule, budget, and quality requirements;  
Transit planning principles;  
Information technology resources;  
Relative location of cities, basic geography and prominent landmarks of the Wheels service area.

**ORGANIZATIONAL RELATIONSHIPS**

**Position reports directly to:**

Executive Director

**Position supervises:**

Paratransit Planner Specialist  
Senior Fleet and Technology Management Specialist  
Customer Service Supervisor and two representatives

**Position coordinates with:**

All Authority staff, particularly department directors  
Maintenance and Operations Contractor staff  
Vendors and the public

**QUALIFICATIONS**

Bachelor's degree in Transportation Planning, Business Administration, Communication, Planning, or related field. The position requires 5 years of experience in passenger transportation. Project and/or Contract Management experience desirable.