

LIVERMORE/AMADOR VALLEY TRANSIT AUTHORITY

POSITION DESCRIPTION

POSITION Director of Operations

CLASSIFICATION Exempt

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The Director of Operations reports to the Executive Director and under his/her direction oversees and manages all the operational functions of the Wheels Bus system and the services of the Livermore Amador Valley Transit Authority. These functions include the fixed route operations and paratransit contracts, passenger facilities including bus stops and the Livermore Transit Center, maintenance facilities, security, fleet, IT/ITS and customer service. This is a highly responsible and visible position that is a part of the Executive Team and interacts with the Board of Directors. This position oversees several service contracts and a team of agency staff who ensure safe, reliable and customer-focused service and facilities 7-days a week, 365 days a year.

SPECIFIC DUTIES AND RESPONSIBILITIES

Operations Department Management

- Provide overall leadership, planning and direction for the Operations Department team of six, as well as contractor staff;
- Provide contract oversight of fixed route and paratransit contracts, including management of the day to day contracted fixed route and paratransit operations with a focus on safe, reliable and customer-focused service;
- Manage development of any new operations, paratransit or special services contracts;
- Manage department reporting and analysis, review contractor reports, compile data necessary for reporting, review/approve invoices;
- Develops annual Department budget projections, monitor and track expenditures on a regular basis;
- Manage Operations Department consisting of operations, paratransit, customer service, and IT/ITS/fleet management staff.

Customer Service

- Oversee the customer service functions at LAVTA to ensure courteous and responsive information is provided promptly to customers;
- Provide reports on customer service issues, trends and associated resolution to the management team;
- Monitor and ensure appropriate contractor response in taking corrective actions;
- Address and resolve complex or escalated customer complaints and concerns.

Fleet/Intelligent Transportation Systems

- Oversee the transition of rolling stock to zero-emissions vehicles in line with the approved plan;
- Oversee management of the Agency's ITS system to ensure proper functionality and efficient utilization.

Safety Management

- Administer and update LAVTA's Agency Safety Plan (ASP) and Safety Management System (SMS) policies and procedures.
- Ensure and oversee day-to-day implementation and operation of LAVTA's SMS.
- Chair the LAVTA Safety Committee and
- Coordinate the activities of the committee;
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- Establish and maintains LAVTA's Safety Risk Register and Safety Event Log to monitor and analyze trends in hazards, occurrences, incidents, and accidents; and
- Maintain and distribute minutes of committee meetings.
- Provide Safety Risk Management (SRM) expertise and support for other LAVTA personnel who conduct and oversee Safety Assurance activities;
- Manage LAVTA's claims and the claim process, including reviewing accident reports provided by the Operations Contractor. Ensure external claims are processed in accordance with regulations and ensuring claims are made for damages to our vehicles caused by adverse drivers;
- Coordinate with MTC and Alameda County regarding Emergency preparedness and LAVTA's role in a regional emergency.

Facilities and Security Management

- Plan and oversee the contracted maintenance of the authority's facilities, including the administration, operations, bus stops and satellite facilities;
- Ensure that proper maintenance and preventative maintenance is being performed on all authority's buildings and properties;
- Review need for new security measures and specifications for new/replacement equipment;
- Maintain a safe and secure environment for authority's customers and employees;
- Manage and direct contracted security services in coordination with in-house.

Other duties as assigned

Behavior

The employee shall work well under pressure meeting multiple and sometimes competing deadlines. The employee shall employ effective communication skills and independent problem solving and decision-making strategies at all times. The employee shall at all times demonstrate cooperative behavior with colleagues, supervisors, contract service providers, and the public.

KNOWLEDGE/SKILLS REQUIRED BY POSITION

Skills & Abilities:

- Plan and direct the work of managerial and professional staff.
- Effectively train, motivate and evaluate staff.
- Prepare and administer department operating budgets.
- Analyze issues and develop alternative solutions
- Write, prepare and/or analyze and evaluate comprehensive written reports with recommendations.
- Make effective oral presentations to a variety of audiences
- Apply collaborative work strategies
- Establish and maintain positive working relationships with the Board of Directors, agency personnel, contractor staff, and members of the public.

Knowledge of:

- Principles, policies and practices of transit management and administration.
- Contract management.
- Principles of leadership, team building, motivation, conflict resolution, diversity, equity and inclusion.
- Federal and state laws, rules regulations, related to public transit operations.s
- Policy development and implementation.
- 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
Senior ITS, Fleet and Technology Management Specialist
Senior Operations Analyst
Customer Service Supervisor
Call Center Representative (2)

Position coordinates with:

All Authority staff, particularly other department directors
Maintenance and Operations Contractor staff
Other transit agency staff
Vendors
The public

QUALIFICATIONS

Bachelor's/Master's degree(s) in Transportation Planning, Business Administration, Urban Planning, Transportation/Logistics, or related field. Five years of progressively responsible management experience in public transit operations or passenger transportation, preferably at the local or regional level.