



Salary: \$87,375- \$126,488 (Annually)
Benefits: CalPERS Retirement, 125 Cafeteria Plan offering, AFLAC supplemental benefits. Signing bonus of \$500.00 when you pass introductory period

Posting Date: February 11, 2022
Filing Deadline: March 4, 2022

JOB SUMMARY

Under general guidance, plans, develops, coordinates, and directs the management of the district's directly operated fixed-route bus operations. Provides leadership and direction to the department in support of district values, goals and objectives.

ESSENTIAL FUNCTIONS

Establishes the overall direction of the department by determining priorities, setting goals, standard operating procedures, and managing the daily activities of the operation. Develops, recommends and evaluates the effectiveness of all directly operated fixed-route transit operations, system performance standards, policies and procedures, as well as related administrative functions. Monitors system performance focusing on safety, courtesy and reliability. Actively participates in employee development and succession planning by counseling, evaluating, and planning for the development of key departmental management and supervisory staff. Develops and presents new programs to Executive Leadership Team (ELT); incorporates MST Board directives into policy recommendations. Oversees MST's emergency and incident responses; holds Incident Command and National Incident Management systems (ICS and NIMS) certifications. Maintains knowledge of industry trends and legislation; responsible for compliance with all applicable federal and state laws, rules, regulations, and legislation pertaining to all departmental matters. Guides staff to ensure all actions are in accordance with the Collective Bargaining Agreement (CBA), district policies and procedures as outlined in the Coach Operator Manual and Employee Handbook. Prepares required budget status reports. Provides management support of the District's Advanced Communications System (ACS) and other applications; provides support in the development of routes, schedules, run-cutting, bidding/sign-up, and other related process and procedures. Maintains Operations Department databases. Reviews data and reports submitted by the Operations Superintendent which include but are not limited to: field operations; customer complaints; driver performance; disciplinary actions; and other related topics. Reviews data and reports submitted by the Communication Systems Supervisor which include but are not limited to: fixed-route system performance; contracted transportation system performance; route delays and detours; customer complaints; driver performance; disciplinary actions; and other related topics. Assists in developing and implementing negotiation strategies; presents and clarifies negotiation issues with ELT. Communicates district action to bus operations team members during union campaigns, elections, work stoppages, emergency operations, and implements any activities in accordance with legal and district mandates. Manages the development of the departmental budgets and ensures that total expenses are within established targets. Provides recommendations concerning the establishment or expansion of fixed-route services. Oversees the timely investigation of all customer complaints by staff, coordinates responses with staff. May be called upon outside of normal business hours to address urgent operations issues and training needs or may be required at evening meetings. Collaborate with staff to manage Step 1 of the grievance process. Presides over special projects and committees as required. Leads Bus Operations by example in order to increase productivity, morale, efficiency and team spirit. Encourages growth and initiative. Ensures positive interactive communication and feedback through meetings, collaborative projects, as well as measured outcomes. Spends time discussing staff's aspirations and professional goals and how to best align these with future departmental/District goals and business needs. Identifies and provides challenging assignments and developmental opportunities. Manages the development of programs that attract and retain qualified employees. Maintain effective and productive relationships with appointed and elected union officials, business and community organizations, elected governmental officials, interest groups, customers, employees and members of the general public. Performs other duties as assigned.

KNOWLEDGE, SKILL & ABILITY

Principles and techniques of business, public administration, supervision and vehicle operation and support with emphasis on transit operations; All aspects of labor law as it applies to union and non-union environment and a thorough understanding of collective bargaining, labor contract administration; Principles and techniques of organizational management and business leadership; Applicable local, state, and federal laws, rules and regulations; Budgeting and financial planning; Transit systems and transportation planning; Administrative principles and methods, including goal setting, program and budget development and implementation; Software-based transit operating systems; Social politics and environmental issues influencing transportation programs; Modern management theory and organizational

development practices, including leadership development and succession planning; Principles of management, supervision, training, and performance evaluation; Problem solving and conflict management techniques; Labor negotiation strategies and unionized employee relations practices. Plan, organize and manage a large department; Work with executive leadership and provide strategic input based on current and future bus operations trends; Exercise decision making skills in a highly complex organization; Analyze complex problems and develop sound solutions; Understand, interpret, and apply laws, rules, regulations, policies, procedures, contracts, budgets, and labor/management agreements; Determine strategies to achieve goals; Communicate clearly and persuasively with appointed and elected union officials, business and community organizations, elected governmental officials, interest groups, customers, employees and members of the general public on bus operations related issues and/or activities; Establish and maintain effective and cooperative working relationships. Exercise judgment and creativity in making decisions. Analyze current developmental practices and identify ways to increase efficiencies and effectiveness of those practices. Interface effectively with all functional groups and externally with regulatory agencies, auditing officials and local response organizations. Mentor staff and provide continuous guidance and direction to meet strategic goals. Demonstrate personal and team leadership skills.

MINIMUM QUALIFICATIONS & REQUIREMENTS

Any combination of education and experience equivalent to a bachelor's degree in business, public administration, accounting, economics, or related field; (with coursework in transportation desirable) with a minimum of five years progressively responsible experience in transportation operations leadership, three years of which are in a supervisory or management role. Transportation operations management experience is required. Good driving record; possess valid California driver's license at time of application; identification and employment eligibility; as well as proof of COVID vaccination.

FILING

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other segments of the selection process. Applications received after the deadline may be reviewed and kept on file for up to six months for future consideration. Applications may be obtained from our Administrative Offices, 19 Upper Ragsdale Drive Suite 200, Monterey or by visiting MST online at <http://www.mst.org>. A Department of Motor Vehicle (DMV) printout, Form K-4, dated within 30 days, must be submitted with the completed application. Resumes will not be accepted in lieu of a completed application. Applicants who have resided in California less than five (5) years must obtain a copy of their driving record from their previous state of residence. Applications received without the appropriate DMV printout will not be considered. **SUBMIT COMPLETED APPLICATIONS TO:** Monterey-Salinas Transit, Attn. Human Resources, 19 Upper Ragsdale Drive, Suite 200, Monterey, CA 93940.

ADA

Candidates who qualify under protection of the Americans with Disabilities Act and require a reasonable accommodation for applicant testing and/or examination, should notify the MST Human Resources at least one week prior to being scheduled for assessment. 8

EQUAL OPPORTUNITY EMPLOYER / AFFIRMATIVE ACTION EMPLOYER