

Director of Operations

BASIC PURPOSE AND PRINCIPAL RESPONSIBILITIES

The Director of Operations is accountable for coordinating the Authority's planning and operational goals. Under Executive direction, plans, organizes, provides oversight and management for all operations projects, programs, and activities of VVTA and its Operations Contractor(s). These include responsibility for the planning, implementation, and coordination of activities and functions related to VVTA transit operations. Position requires superior knowledge of transit operations, including purchased transportation oversight, project management and implementation, route planning, and procurement.

SUPERVISION RECEIVED AND EXERCISED

This position reports to, and is under the general direction of, the Executive Director/CEO, works collaboratively with the Executive Leadership team for all departments, and directly supervises Planning, CTSA, and Marketing departments.

EXAMPLES OF DUTIES

1. Oversees compliance and performance for contracted services including but not limited to contracted MB and DR operations, Micro Transit, Brokerage program, stops & stations, consultant services, and other transit related projects/programs; for example capital projects. Enforces contract provisions encompassing all aspects of operations.
2. Plans, manages, coordinates, and ensures implementation of specialized capital and operations projects from inception to close-out.
3. Manages, oversees, and directs the development, evaluation, and implementation of plans, policies, and procedures for public transit and para-transit activities to achieve annual goals, objectives, and work standards; ensures compliance with local, state, and federal laws.
4. Manages and participates in the development and administration of the departmental annual budgets and forecasts; makes recommendations regarding additional funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures and implements adjustments as necessary.
5. Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards; works with employees on performance issues; implements discipline, and termination procedures; responds to staff questions and concerns.

6. Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and actions; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
7. Reviews for timely submittal and accuracy of a wide variety of statistical and analytical reports provided to Authority management by the operations/maintenance contractor; plans, directs, and oversees the production of a wide variety of reports, and analyses for submission to various regulatory and governmental agencies.
8. Provides oversight and direction in a professional manner to investigations, and responses to difficult and sensitive problems and complaints; identifies and reports findings and directs necessary corrective action. Includes video review of accidents, occasional on board incidents, driver issues, etc.
9. Coordinates, supports, and participates in periodic funding agency audits and reviews such as Federal Transit Administration (FTA) Triennial Reviews, National Transit Data Base (NTD) audits, Transit Development Act (TDA) Triennial Performance Audits and other audits as applicable to Operations.
10. Prepares, implements, and maintains the Public Transportation Agency Safety plan (PTASP)
11. Performs related work as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Public transit and other transportation operations; policy and administration.
- Administrative principles and practices, including goal setting, project development, implementation, and evaluation.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and methods of effective transit system operations and management.
- Coordination, management, and administration of project contracts.
- Knowledge of the American with Disabilities Act and Title VI rules and regulations as it applies to public transit.
- Principles of report writing and proposal development.
- Practices of researching program issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.

- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.

Ability to:

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department.
- Provide for the selection, training, development, motivation, and work evaluation of staff.
- Provide staff support in complex, sensitive, or difficult assignments requiring a high level of independent judgment and strong analytical skills.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Effectively represent the department and the Authority in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Provide a high level of customer service as well as effectively dealing with the public, vendors, contractors, and Authority staff.
- Interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, by telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Make accurate arithmetic and statistical computations.
- Read, understand, interpret, and apply federal, state, and local laws and regulations.

Skill in:

- Project planning, development, and implementation.
- Optimizing staff resources to achieve department objectives.
- Maintaining confidentiality regarding sensitive information.
- Entering and retrieving data from a computer with sufficient speed and accuracy to perform assigned work.
- Effectively operating a computer using word processing, database, calendaring, e-mail, spreadsheet software, and transit specific programs.

Experience and Education:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework relating to public transportation, or related field and five (5) years of progressively responsible experience in transit operations and project management, including three (3) years of supervisory experience, preferably in a governmental or public agency setting.

License or Certificate:

Possession of a valid California driver's license is required at the time of appointment. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis.

SPECIAL SKILLS AND WORK ENVIRONMENT

Physical Skills:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. May be required to inspect Authority development sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points. This is primarily an office classification where standing in work areas and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and close to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

Work Environment:

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

FLSA: Exempt
Established: 2021-07
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