

Operations Manager (Demand Response)

Salary

\$109,045.00 - \$142,278.00 Annually

Location

1901 Auto Center Dr. Oxnard, CA

Job Type

Full-Time

Department

Operations

Job Summary

This position is responsible for ensuring the GCTD Demand Response transit system operates according to GCTD guidelines and state and federal regulations. This role will work to assist the Director in implementing department goals and objectives.

SUPERVISORY RESPONSIBILITIES

Responsible for managing assigned teams and supervision of assigned staff, performance management and other personnel processes, including, but not limited to, hiring, setting individual goals and objectives, providing guidance, training, direction, corrective action, and separations.

Essential Functions

- Monitor and report daily operations activities to ensure efficient dispatch, effective utilization of fleet, and satisfactory operator performance
- Develop, recommend, and implement guidelines and procedures for safe, efficient and reliable transit operations
- Working with the Chief Safety Officer, oversee the implementation of the operations safety program and ensure that program activities are followed and met
- Evaluate the performance of assigned staff; recommend responses to grievances; recommend and, in consultation with (Department) Director and the Director of Human Resources, administer discipline; recruit, interview applicants, and recommend appointment

- Oversee the weekly scheduling process to ensure maximum service provided
- Assess operations needs and participate in development of capital improvement program to prioritize and justify capital investments
- Monitor department expenses and provide budgetary information and feedback to department leadership
- Participate in disaster preparedness program including planning and implementation
- Develop training plans and materials. Plan and organize new employee orientation, driver safety, public/passenger relations, new equipment supervision, and other training for operations staff
- Coordinate with the Planning and Marketing Department to review and provide input on Demand response services and other issues, coordinate with planning staff and local government agencies; coordinate promotions, special displays, and Demand Response service areas
- Ensure department compliance with recordkeeping activities, including but not limited to timekeeping, accident reports, Department of Transportation (DOT) records, training records, driving records, and evaluations
- Proactively recommend any improvement of administrative, service, and support operations to the management team
- Develop, implement, and monitor statistical performance measurement criteria for transit operations and implement corrective strategies to achieve goals
- Coordinate operations with Fleet & Facility Department to achieve GCTD goals
- Ensure Supervisors and Dispatcher/Reservationist are informed of all relevant operations, performance measurements, and safety activities
- Maintain working knowledge of California Highway Patrol, Department of Motor Vehicles, and DOT rules and regulations governing the operation of public passenger vehicles and safety practices as related to motor coach operation
- May serve as a backup for fixed route operations management as directed
- Coordinate additional training for Bus Operators as necessary
- Perform other duties as assigned

Minimum Qualifications

To execute this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability needed to perform this role. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION & EXPERIENCE

- Bachelor's degree in business administration or management is preferred.
- Minimum of five (5) years of increasingly responsible experience in transit operations
- Two (2) years of experience in supervising paratransit operations
- Two (2) years of demonstrated experience in accident and incident investigations; dispatch and scheduling principles and practices;
- Additional work experience or education may substitute for requirements above on a year-by-year basis

Licenses and Other Requirements

LICENSES & CERTIFICATIONS

- Maintain reliable transportation, adequate auto insurance as required by State law and insurability by GCTD carrier.
- Ability to obtain and maintain a valid Commercial Class C California Driver's License with Passenger endorsement and Verified Transit Training (VTT) card is required. (Training will be provided)

SAFETY SENSITIVE

This position is considered Safety Sensitive position and is subject to Drug and Alcohol testing as required by FTA CFR 49.

ADDITIONAL COMPETENCIES

- Highly Proficient in Microsoft Office applications, Word, Excel, PowerPoint
- Excellent verbal and written communication skills to successfully share information with staff at all levels of the organizational levels and to the public
- Familiarity with labor/union(s) negotiation/expense expertise
- Ability to effectively delegate responsibility and authority to others

- Display diplomacy, tact, independent judgment, and problem-solving skills to draw conclusions and take appropriate actions under high pressure
- Demonstrate effective principles and practices of supervision, including performance evaluation, scheduling, and counseling techniques
- Must have a full understanding of dispatch, scheduling, driver recruitment, and safety DOT and FTA compliance.
- Ability to perform in a high demand, dynamic environment and appropriately manage established deadlines and/or expectations
- Ability to interpret complex procedures and prepare narrative and statistical reports
- Ability to learn and train staff in proper use of transit technology such as Automatic Vehicle Location systems, bus stop annunciators, rider notification systems, and electronic fare collection systems
- Occasionally travel for company business using reliable transportation
- Maintain regular attendance and punctuality
- May at times, need to be on-call 24/7 to respond to emergencies
- Willing to work non-traditional hours and days to meet the needs of this position

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to hear, see, sit, stand, keyboard/type, conduct repetitive motions, use dexterity of hands and fingers to operate office equipment, and occasionally balance, bend, stoop, climb up and down stairs, alternate sitting/standing, climb ladders/steps, kneel, push/pull, reach at, below, or above shoulder level, squat, and lift/carry up to 40 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions, excessive noise, moving machinery, and interactions with the general public. The noise level in the work environment is usually moderate to high.

Note: This job description is not designed to cover or contain a comprehensive listing of all activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice at the discretion of GCTD.

PRE-EMPLOYMENT PROCESS:

The process includes a job-specific pre-employment physical and drug screening to be completed by an industrial health clinic of our choice; criminal background and references will also be checked. All offers of employment are conditioned upon successful completion of this pre-employment process.

About Gold Coast Transit District

Gold Coast Transit District (GCTD) is a publicly owned transit agency which provides local bus service to the western portion of Ventura County. The agency, originally known as South Coast Area Transit, was organized in 1973 when the Ventura City Transit Lines and the Oxnard Municipal Bus Lines were merged to provide better transportation service both within and between the cities of Ojai, Oxnard, Port Hueneme, San Buenaventura and the unincorporated areas of western Ventura County between these cities.

Immigration & Control Act of 1986

In order to comply with the provision of this law, all applicants prior to placement must provide proof of work eligibility and attest that they are a citizen, permanent resident alien, or otherwise authorized to be employed.

Equal Opportunity Employer

Gold Coast Transit District is an Equal Opportunity (at will) Employer and does not discriminate on the basis of race, color, creed, ancestry, national origin, gender, sexual preference, gender identity, religion, age, veteran status, physical or mental disability, mental condition, or any other category protected by state or federal law.

In compliance with the Americans with Disabilities Act (ADA), if you need special assistance, please contact GCTD's Human Resources at (805) 483-3959, Ext 138