Director of Operations Support

<table>
<thead>
<tr>
<th>Class Code</th>
<th>FLSA Status</th>
<th>EEO Category</th>
<th>Represented Status</th>
<th>Salary Grade</th>
<th>Effective Date</th>
<th>Resolution</th>
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</thead>
<tbody>
<tr>
<td>047</td>
<td>Exempt</td>
<td>1 – Officials/Administrators</td>
<td>Non-Represented</td>
<td>13</td>
<td>2-13-13</td>
<td>13-011</td>
</tr>
</tbody>
</table>

**DEFINITION:** Under general direction, directs the staff and activities of multiple departments; which may include Technical Services, Quality Assurance, Safety and Environmental Engineering, and the Training and Education Center (TEC).

**REPORTS TO:** The Chief Operating Officer, or designee.

**REPRESENTATIVE FUNCTIONS:** may include, but are not limited to:

- Implements and monitors District-wide goals and objectives for assigned departments and programs; and develops, implements, and monitors departmental policies, procedures, and plans.

- Assigns projects and work to subordinate management and professional staff; tracks, reviews, and evaluates the work product of assigned staff; and provides guidance for the recruitment and selection of staff.

- Directs the specification, development and procurement support activities for equipment purchases, including meeting with multiple vehicle manufacturers, monitoring the testing of available alternatives, and the performance of cost/benefit analyses of relative durability and utility; negotiating technical specifications, selecting and ordering vehicles, inspecting production, and resolving issues.

- Directs and monitors the administration of warranties for all operational and non-functioning vehicles and other equipment, and negotiates with suppliers to choose the safest and most cost-effective solutions for the District.

- Directs the development, implementation, ongoing evaluation, and revision of training programs for the Training and Education department; and makes recommendations regarding TEC staffing.

- Directs the development, evaluation, and revision of the District’s safety and environmental policies and procedures; and assists in the development of accident prevention strategies, and corrective action and mitigation plans.

- Directs the District’s compliance efforts with applicable environmental laws and standards, including Occupational Safety and Health Administration (OSHA), and the Environmental Protection Agency (EPA).

- Conducts analyses of programs and processes within assigned departments, in order to evaluate their impact on District operations; and proposes program and process improvements for greater operational efficiency and budgetary savings.

- Develops and presents written and oral reports to Executive Staff and the Board of Directors.

- Provides oversight to special projects, as assigned by the General Manager, or the Chief Operating Officer.

- Directs and supervises the preparation and administration of the annual budget for assigned programs and departments, and monitors expenditures.

This Class Specification is intended to present a descriptive list of the range of representative functions performed by an incumbent in this class, but is not intended to reflect all duties performed within the job.
Director of Operations Support

- Confers and collaborates with other District management; and ensures that governmental and District policy regulations are being followed.
- Performs related duties as required, including the oversight of additional departments, and functional areas, as assigned.

MINIMUM QUALIFICATIONS:

Knowledge Of: Principles, methods, and practices of public transit operations, and transit maintenance; the principles and methods of transit training for both operations and maintenance; the compilation and analysis of performance data; principles of process improvement; warranty administration practices; the principles and practices of transit vehicle procurement; applicable governmental regulations, laws, and legislation; budget preparation and adherence; principles and practices of management and administration, as well as supervision, leadership, motivation, and team building; industrial safety rules and regulations as applied to a public transit system; and current software for word processing, spreadsheets, presentation, and databases, at the intermediate level of proficiency.

Ability To: Effectively manage and direct assigned programs and/or multiple departments; develop and monitor department goals for assigned programs and/or departments; develop, propose, effectively plan, and implement general and situation specific program and process improvements; direct bus buys, including the testing of potential new buses, the negotiation of technical specifications, the selection and ordering of vehicles, and the inspection of production; supervise assigned staff; swiftly and accurately analyze the content and impact of applicable proposed and adopted laws and regulations, and evaluate the monetary and public policy impact to the District; quickly learn and apply the provisions of multiple collective bargaining agreements; coordinate with other departments; communicate articulately and extemporaneously both verbally and in writing in order to communicate ideas and concepts accurately, concisely, and in a compelling manner; respond rapidly and strategically to the Board of Directors under time pressure, and in unanticipated events and emergencies; quickly learn and proficiently use newly developed software as required by the demands of the job; stay abreast of current issues and evolving technologies in public transit and transit maintenance; and establish and maintain effective working relationships with those encountered in the course of work using principles of excellent customer service.

Education: Equivalent to a Bachelor’s degree from an accredited college or university in Business Administration, Public Administration, Transportation, or a directly related field. A Master’s degree is desirable.

Experience: Eight (8) years of recent, verifiable, and progressively responsible senior management experience in public transit; in which major responsibilities included new transit vehicle procurement, training, and/or industrial safety and engineering.

Physical Requirements: Must maintain the physical condition necessary to: (1) perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; and (2) possess physical mobility in order to direct or conduct investigations and studies, and attend external meetings and events.