



**ANTELOPE VALLEY TRANSIT AUTHORITY
CLASS SPECIFICATION**

**SENIOR DIRECTOR OF OPERATIONS AND PLANNING
Salary: Minimum \$145,000 annual- Maximum \$178,111 annual**

Assigned to:	DEPARTMENT OF TRANSIT OPERATIONS, PLANNING, IT AND FACILITIES
Reports to:	EXECUTIVE DIRECTOR/CHIEF EXECUTIVE OFFICER
Supervises:	TRANSIT OPERATIONS, PLANNING, IT, MARKETING AND FACILITIES DEPARTMENT STAFF
Board Approval Date:	

General Description:

Under general direction of the Executive Director/Chief Executive Officer, this position directs, coordinates, organizes and provides strategic leadership for programs, services, projects and activities of AVTA’s Transit Operations and Planning, Facilities, Marketing and Information Technology Departments; details and defines department goals, objectives and tactical direction; formulates and implements policy and strategic direction to measure, evaluate and continually improve AVTA’s operations KPI’s, works with maintenance and coordination of activities; serves as subject matter expert for transit operations, technical advisor for fleet operations and information technology; coordinates, arranges and monitors contractual service provisions by vendors, suppliers and service providers; performs other duties as assigned.

Essential Duties and Responsibilities:

- Directs, coordinates and participates in activities of the Transit Operations, Planning, Maintenance, Marketing and IT Departments; designs, details and drafts short- and long-term planning and operational goals, objectives and service mandates; develops and administers departmental policies, procedures, and services; drafts and delivers a variety of reports, records, documents and presentations.
- Manages and directs development, implementation and evaluation of department operational policies, processes and procedures for local public transit, commuter bus services,

- Dial-A-Ride- paratransit, Micro Transit and equipment maintenance, Marketing and IT activities; ensures department policies and procedures are administered equitably and in compliance with local, state and federal requirements, directives and laws.
- Develops and directs implementation of goals, objectives, policies, procedures, and work standards,
 - Oversees continual process and operations improvements, quality control, and develops and monitors the use of resources.
 - Prepares, manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments and modifications, as necessary.
 - Selects, trains, motivates, supervises and directs department personnel in partnership with Human Resources; evaluates employee performance and reviews work for acceptability and conformance with department standards; provides regular feedback and coaching; confers with employees on performance issues; monitors employee compliance with policies and procedures; makes hiring, termination and disciplinary decisions and recommendations; responds to staff questions and concerns.
 - Contributes to the overall quality of the assigned areas of responsibility by developing, reviewing, updating and implementing policies and procedures to meet legal requirements and AVTA needs.
 - Creates, updates, and adapts policies and standard operating procedures, develops data tracking, reporting processes, and information flows.
 - Monitors and evaluates efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change; prepares various staff reports on operations and activities.
 - Oversees and monitors contracts and contract amendments for transit service contractors, consultants and other transit development and transit related projects, programs, including capital projects and procurement; monitors service provider performance; enforces contract provisions including on-time performance, safety, customer service and other contract requirements.
 - Coordinates and performs research and analysis leading to the development of new and improved transit systems including routing and travel patterns; implements programs to expand and improve service.
 - Develops departmental scorecards and key performance indicators to enable easily accessible routine reporting and data driven decision making. Leads the review and analysis of operational service-related data. Investigates, reports and problem solves current schedule and route deficiencies in partnership with the Planning department to ensure future planned service is as successful as possible.
 - Confers with Executive Director/Chief Executive Officer to coordinate with cities, transit and transportation operators, county departments, and other public and private agencies the most effective current and future transit and transportation systems.
 - Prepares and presents a wide variety of statistical and analytical reports to AVTA management and the Board of Directors; plans, directs, and oversees the production of a wide variety of reports, and analyses for submission to various regulatory and governmental agencies.

- Provides highly complex staff assistance to Chief Executive Officer; prepares and presents staff reports and other necessary correspondence related to assigned activities and services; prepares and presents reports to various committees, and Board.
- Attends and participates on a variety of committees and in professional group meetings; maintains current information on new trends and innovations in relevant programs; research emerging products, technology and enhancements and their applicability to AVTA's needs.
- Monitors changes in regulations affecting operations; implements policy and procedural changes after approval.
- Maintains awareness of latest industry trends, best practices and developments. Explore incorporation of new developments as appropriate and ensure that processes, policies, and practices are interpreted and applied consistently and effectively throughout the department.
- Supervises staff preparation for triennial reviews, audits or inspections by various federal or state officials.
- Collaborates with law enforcement and contracted security personnel to provide essential security to operators and customers. Oversees professional security contracts with outside contractors; monitors contractor performance; recommends changes as needed. Monitor administration of agreement/contract terms and conditions, budget performance and implement corrective actions when needed.
- Modifies as needed, adheres to, and accepts overall responsibility for administration and compliance of various safety related policies including the agency Safety and Emergency Preparedness Plan (SEPP) including the Workplace Violence Prevention Plan (WVPP).
- Manages establishment and development of comprehensive safety and security programs to ensure compliance with safety and security standards; manages and directs studies relative to department services and programs.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties of a similar nature or level as assigned.

Required Qualifications

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of employee supervision, including work planning, assignment, review Techniques for representing AVTA in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations; and evaluation, and the training of staff in work procedures.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs as it relates to transit transportation planning and systems.
- Principles and methods of effective transit system operations and management.
- Methods of performance management and developing metrics to measure success in reaching system productivity, efficiency, and effectiveness goals in a transit or public sector organization.
- Public transit and other transportation operations; policy and administration.

- Contract negotiation and administration; 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 Transit Operations.
- Federal Transportation Administration (FTA) and District drug and alcohol regulations.
- Modern office practices, methods, and computer equipment and applications related to the work; record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.

Ability to:

- 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 and AVTA.
- 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.
- Represent the department and AVTA in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Interpret, apply, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Present information and respond to questions from management, clients, customers and the general public.
- Define problems, collect data, establish facts, and draw valid conclusions; Communication, interpersonal skills as applied to interaction with coworkers, supervisor, elected officials, and the general public sufficient to exchange or convey information and to receive work direction.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the 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.
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Education and Experience

Any combination of education, training and experience that provides the required knowledge, skills, and abilities is qualifying. Typical qualifications include the following:

Education: Bachelor's degree in business, public administration, finance, operations management, or a related field.

Experience: Five (5) years of progressively responsible experience in transit operations and maintenance, including three (3) years of supervisory experience, preferably in a governmental or public agency setting.

Licenses, Certifications and other requirements:

- Possession of valid CA Driver's License at time of appointment.

Desirable Qualifications:

- N/A

Physical Elements and Working Conditions:

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.

- Work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Work in the field may involve exposure 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.
- 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 AVTA and meeting sites.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person, before groups, and over the telephone.
- Walking to traverse uneven terrain; climbing ladders, stairs, and other temporary or construction access points.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.
- Bending, stooping, kneeling, reaching, pushing, and pulling drawers open and closed to retrieve and file information.
- Lift, carry, push, and pull materials and objects weighing up to 25 pounds.
- Possible exposure to upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.