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| JOB TITLE: | DEPUTY GENERAL MANAGER - BUS | DIVISION: | BUS |
| REPORTS TO: | GENERAL MANAGER | EEO CATEGORY: | 01 - EXECUTIVE |
| FLSA: | EXEMPT | SAFETY-SENSITIVE: | YES |
| CLASSIFICATION: | NON-REPRESENTED | LOCATION: | SAN RAFAEL |

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

The Deputy General Manager, Bus Transit Division plans, organizes, and directs all activities of the Bus Transit Division and performs all duties and responsibilities subject to executive approval by the General Manager within limits of Board of Directors policy. The Deputy General Manager, Bus Transit Division exercises the maximum degree of initiative and judgment in developing, coordinating, and executing policies, programs, methods, and procedures relating to operations, maintenance, administration, and related activities. Responsibilities include routine high-level personal contact with transit agency personnel, civic groups, and members of boards and commissions. This individual must have the ability to negotiate effectively, resolve conflict, and inspire others to achieve the vision of the Golden Gate Bridge, Highway and Transportation District. The Deputy General Manager, Bus Transit Division collaborates extensively with the General Manager, District Board of Directors, Officers, Deputy General Managers for the Bridge Division, Ferry Division and Administration and Development Division and various department managers to formulate and implement strategic objectives to successfully execute the District’s mission.

Essential Responsibilities

- Plans, organizes and directs the administration, operations, safety, training, fleet and facility maintenance, and service scheduling activities of the Bus Transit Division. Collaborates extensively with the Deputy General Manager-Ferry and other transit agencies to effectively coordinate service
- Oversees operations and maintenance at several facilities including San Rafael, San Francisco, Santa Rosa and Novato
- Directs and manages a customer-focused approach to services consistent with the District’s values, including service, respect, integrity, accountability, teamwork, safety and inclusion; establishes policies and procedures to address operational and administrative issues/challenges within that framework
- Leverages performance monitoring systems, programs and/or technologies for identifying strategies and approaches to achieving the most economical use of workforce and equipment while maximizing service for meeting ridership needs
- Champions the implementation of new technologies and innovative solutions in response to operating challenges and regulatory changes within the Bus Transit Division
- Identifies and supervises implementation of cost control procedures and training programs to effect safe, efficient, and economical bus transit service
- Develops the Bus Division’s annual, performance-based operating and capital budget for presentation to the General Manager and the Board of Directors that meets the Division’s goals, projects, and operating priorities



- Reviews and approves plans for scheduling changes and expansion of service; coordinates activities of the Scheduling Department in preparing for new service or for changes in service in coordination with adjoining transit systems
- In collaboration with the District's Planning Department, researches, recommends and implements solutions for transportation issues and concerns including service expansion or reduction planning
- Participates in the preparation of procurement documents and makes recommendations to the General Manager and Board for acceptance of the various bids and proposals received
- Plans, assigns, reviews and evaluates work of staff; selects and trains employees as appropriate; responds and resolves personnel issues and problems; recommends and implements employee discipline
- Provides leadership in creating a work environment that encourages process and continuous improvement, performance management, communication, accountability, and collaborative problem solving
- Identifies and facilitates relevant training, workforce development, and teambuilding programs for promoting customer service and improvements to processes to enhance service delivery and operational efficiency
- Participates directly in labor negotiations, labor and employee relations, and labor contract administration; may conduct final step grievance hearings on appeal decisions with unions operating in the bus Transit Division and at times, conduct hearings for matters in other Divisions of the District
- Leads efforts to strengthen labor-management partnerships with Bus Division collective bargaining units, including the Workforce Investment Network (WIN) Partnership with ATU Local 1575 that provides the foundation for the Bus Operator Mentor, Pre-apprenticeship and Apprenticeship Programs
- Fosters relationships with community-based organizations (CBOs), local colleges, and other community stakeholders; leverages those relationships to strengthen GGT's community presence and understanding of its services, to build local goodwill, and to access resources and/or services that support employee recruitment and retention efforts
- Monitors local, state and federal policies and regulations, analyzes their impact on the operational efficiency, effectiveness, and sustainability of the Golden Gate Transit (GGT) system; effectively communicates any impacts to the General Manager, District colleagues and internal staff
- Participates as a member of the District's executive management team
- Works collaboratively and effectively with District staff to carry out the organization's vision and mission and advance projects and programs for meeting operational priorities
- Acts as a liaison between the Board of Directors, its committees and the Bus Division on transit policy, programs and related matters; prepares detailed reports and recommendations for agenda items for presentation at Board and Committee meetings
- Represents to the Golden Gate Bridge, Highway and Transportation District at national and regional meetings of the American Public Transportation Association, the California Transit Association, the Metropolitan Transportation Commission, and other transit-related organizations
- May be appointed by the General Manager to act on his/her behalf
- Ensures that appropriate safety and health policies, procedures and programs are effectively implemented; that adequate resources and priority are assigned to correcting hazardous conditions, and that applicable safety program activities are carried out
- Performs additional related duties as assigned
- Regular and reliable attendance is a requirement of this position

Required Knowledge, Skills and Abilities

Knowledge of:

- Principles, policies, and practices of management and administration, policy development and implementation, budget administration, supervision, training, employee and organizational development, leadership, team building, motivation and conflict resolution, business report writing, pertinent local, state and federal laws, rules and regulations, and modern office systems and business software
- Federal, state, and local transit regulations and public agency operations
- Public transportation policies, programs, and procedures
- Labor relations techniques and negotiations

Skills or Ability to:

- Demonstrate business acumen, integrity, and good judgment
- Interact tactfully and persuasively with others in controversial situations
- Maintain effective professional relationships at all organizational levels, with Board of Directors, District Officers, managers, and with other agencies
- Reason logically and creatively as well as utilize a variety of analytical techniques to resolve complex and specialized managerial issues
- Plan, prepare, review, and present clear and concise findings and reports to Boards of Directors, District Officers, managers, staff, and the public
- Collect, synthesize, and analyze a variety of information
- Effectively develop and evaluate staff
- Apply collaborative work strategies and gain the cooperation of employees at all levels of the organization
- Create and persuasively communicate vision in the support of the District's overall direction
- Excellent written and verbal communication and presentation skills



Minimum Qualifications

Education and/or Experience:

- Four-year degree with major course work in Business, Public Administration, Transportation, or related field. Additional position related experience may be substituted on a year per year basis in lieu of a degree. A written statement detailing additional qualifying experience must be submitted at the time of application.
- Ten (10) years of responsible management and senior management level experience in a major transportation system, including a minimum of five (5) years' experience directly supervising subordinate personnel.

Required License:

Must possess and maintain a current, valid California driver's license and satisfactory driving record. No more than two (2) moving violations within the last 3 years. No DUIs or reckless driving infractions within the last 7 years. Operates District vehicles on a regular basis.

Physical Requirement:

24-hour call position which requires ability to work beyond standard office hours to attend evening and weekend meetings; meet with employees working swing and graveyard shifts; and respond to evening and weekend emergencies.