



JOB TITLE:	SENIOR DIRECTOR OF TRANSIT OPERATIONS	DIVISION:	BUS
REPORTS TO:	DEPUTY GENERAL MANAGER-BUS	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

Under the general direction of the Deputy General Manager-Bus, the Senior Director of Transit Operations is responsible for the daily operational aspects of the Golden Gate Transit (GGT) system. This senior level management position oversees the Transit Training and Safety, Transportation (includes the Operations Control Center and Field Operations), and Fleet and Facilities Departments and is responsible for leading a team of approximately 400 individuals, most of whom are represented employees. This position is responsible in ensuring that the GGT team and operation function safely, reliably, efficiently, and to the highest customer service standards. In addition, this position must ensure that all operational activities are performed in compliance with applicable local, state and federal regulations and in line with the District's core mission, values, and relevant policies and procedures. Given that GGT's daily operation is reliant on other District departments and external agencies for administrative, financial, legal, regulatory, and other logistical support, the Senior Director of Transit Operations serves as an advocate for Bus Division needs and must be effective in building and maintaining positive working relationships with others in the course of their daily work.

Essential Responsibilities

- Provides operational oversight, leadership and direction to the following units: Safety and Training, Transportation, and Fleet and Facilities
- Selects, supervises, trains, motivates, assigns, counsels and disciplines staff as appropriate, including establishing professional standards for work quality, performance and accountability
- Works in partnership with HR Department on staff development and wellness efforts to support employee retention and personal growth
- Leads the development and ongoing evolution of operational policies, procedures, and performance metrics to ensure compliance with local, state, and federal regulations, the long-term sustainability of the GGT system, and the team's commitment to performing to the highest standards
- Builds and administers the Transit Operations Department's annual operating and capital budgets in coordination with other stakeholders within the Bus Division and District
- Participates in capital planning processes to evaluate the operational functionality, and recommends enhancements for operational effectiveness
- Oversees and ensures a state of good repair for all GGT vehicles, equipment, facilities, and other capital investments



- Monitors transit service and identifies opportunities for improvements and maximizing efficiencies; develops and implements change initiatives
- Regularly monitors performance data necessary for briefing executive management and other stakeholders (orally and in writing) on GGT's system performance, as well as for maximizing operational efficiencies, effectiveness and productivity
- Performs and/or manages procurement and contract administration activities, as needed, for delivering projects and programs and for supporting the operations, maintenance, safety and training activities of the Transit Operations Department
- Ensures that appropriate safety and health policies, procedures and programs are implemented effectively; adequate resources and priorities are assigned to correcting hazardous conditions, and applicable safety programs are carried out
- Participates in the management and negotiation of collective bargaining agreements (CBA), monitors CBA compliance and supports efforts to maintain effective, working relationships with labor organizations
- Works closely with Bus Division managers and staff to ensure that Golden Gate Transit services are managed and delivered to the highest standard with respect to safety, customer service, regulatory compliance, and operational efficiency and effectiveness
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service and a public servant mindset
- Maintains awareness of potential, pending, and current legislation or regulations that may impact GGT's operation; develops, recommends, and/or implements strategies for addressing and/or communicating operational impacts to the General Manager, District representatives, external partners/stakeholders, or policymakers
- Prepares, reviews and approves complex, detailed correspondence, reports, plans or other materials that support GGT's or the District's operational activities, priorities, and mission
- Represents the District at meetings with representatives of government agencies, professional business and community organizations, and members of the public
- Knows and follows the safety and health rules and safe working practices applicable to his or her job
- Represents the Deputy General Manager of the Bus Division as needed or assigned
- Performs additional, related duties as assigned
- Regular and reliable attendance and performance are required

Required Knowledge, Skills and Abilities

Knowledge of:

- Principles of effective leadership, performance management, project management, standard business ethics, collective bargaining, and labor-management partnerships
- Public transit management, transit service planning and delivery, customer/public service, transit operations, and federal/state/local regulations governing the provision of public (bus) transportation
- Public budgeting and resource management (financial/human/capital resources, operating supplies, etc.)
- Requirements for performing effective and accurate data analyses and performance reporting
- GGT's Safety Management System (SMS) and Agency Safety Plan (ASP)
- Microsoft applications, including MSWord, PowerPoint, and Excel. Operating knowledge of Hastus and Init



Skills or Ability to:

- Analyze, address and solve problems effectively and in cooperation with others
- Coach and instruct others on the effective use of technology
- Practice collaboration, respect, trust, and transparency in the course of their work
- Maintain flexible and agile nature, in order to effectively manage and address operational and fiscal challenge
- Manage complex projects from inception through implementation
- Set priorities effectively, meet critical deadlines, and follow-up with assignments in a timely manner
- Develop and administer budgets
- Take initiative, reason logically, and be creative in developing and introducing new ideas
- Draw responsible conclusions and make sound decisions
- Define problem areas, evaluate, recommend, and implement alternative solutions to complex issues and problems
- Work independently and demonstrate strong critical thinking skills
- Understand, interpret, and analyze complex technical information, including state and federal laws and regulations
- Motivate and inspire employees to perform to the highest standard
- Establish and maintain cooperative working relationships with peers and representatives of other organizations
- Communicate clearly and effectively, in oral and written form, using correct grammar and spelling
- Maintain a high degree of confidentiality and integrity

Minimum Qualifications

Education and/or Experience:

- A Bachelor's degree in Business or Public Administration or related field from an accredited college or university. Additional qualifying experience may be substituted on a year for year basis in lieu of a degree.
- A minimum of seven (7) years of supervisory and administrative work experience within the public transit industry, including position related experience in bus transit operations, service planning, data analyses, budget development, performance reporting, labor relations, and project management.

Required License:

Must possess and maintain a current, valid California Class C driver's license and satisfactory driving record. Operates District vehicles on a regular basis.

Physical Requirement:

Ability to respond to emergency situations 24 hours per day, 7 days per week. Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Routine use of computer, telephone and other office equipment. Ability to travel to District facilities.