



Job Title: General Manager
Department: Administration
Reports To: UPTD Board of Directors
FLSA Status: Exempt

JOB DESCRIPTION

SUMMARY

Under general direction of the UPTD Board of Directors, the General Manager is responsible for the overall planning, organizing, and directing of all services of the transportation system, to include staff support to the Board of Directors, the general administrative functions, management of operations, and public relations.

EXPECTATIONS:

Supports Umpqua Public Transportation District's vision, mission, and values by exhibiting the following behaviors of a teammate: A personal commitment to providing outstanding customer service, excellence, collaboration, innovation, respect, and personalization, caring for our community, teamwork, and ownership of actions. Demonstrate integrity, honesty, and ethical behavior; directs the fiscal management of the agency by applying prudent financial stewardship of public funds; personally acknowledge and accept responsibility for meeting expectations and correcting mistakes; communicate effectively, exhibit self-control, and respond to feedback non-defensively; execute principles of workplace safety; comply with all safety policies and procedures; practice workplace safety, take responsibility for efficient, effective use of time, equipment, and resources. Complies with UPTD policies and procedures.

CORE JOB FUNCTIONS:

Umpqua Public Transportation District's (UPTD) General Manager provides overall leadership and direction to all UPTD services and resources; and serves as principal advisor to the Board of Directors. The General Manager establishes annual goals and objectives, short- and long-range plans, and procedures to ensure the policy direction of the Board of Directors is carried out in an expeditious and cost-effective manner. A primary responsibility is to serve as a representative and to strengthen relationships with other agencies, jurisdictions, state and federal regulatory agencies, local media, citizen interest groups and private businesses. As the General Manager, provides leadership and serves as the top-level executive responsible and accountable for interpreting and carrying out the Board of Director's directives. Acts as liaison between the Board of Directors and all UPTD employees and is sole employee answering directly to the Board of Directors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Plan, organize, develop, expand, and enhance the scope, type, efficiency, quality, and variety of transit services provided by UPTD in response to community needs and customer requirements, and consistent with Board of Directors policies and directives.
- Serves as Umpqua Public Transportation's Budget Officer.
- Direct and oversee the operation, maintenance, and promotion of the transit system in an efficient manner providing safe, efficient, and effective service to the public.
- Work collaboratively with the Board of Directors to formulate, develop, and implement long- and short-range goals and objectives for UPTD; develop proposals and make recommendations concerning UPTD directions, services, funding, management, and related issues.
- Supervise and evaluate the performance of UPTD management staff; provide leadership and executive direction; review and evaluate the progress of management programs, projects, and activities; delegate responsibility as appropriate and ensure staff development and training opportunities are provided.
- Attend, chair, and participate in a variety of meetings within UPTD and in the community; confer with UPTD managers and personnel, local/regional public and regulatory agencies, transit officials, legislators, vendors, customers, and others to exchange information and resolve complex management issues related to UPTD services and operations.
- Develop and project a positive image for UPTD; interact with media representatives and participate in interviews as requested; prepare or approve news releases, public service announcements and advertising related to UPTD services and special programs.
- Respond to inquiries and engage with stakeholders regarding UPTD services, programs, and projects; provide information concerning existing transit services and future service plans; resolve complex issues related to unique circumstances and unusual situations.
- Prepare and review comprehensive narrative and statistical reports to the Board of Directors and regulatory agencies as required; provide historical information and current perspectives to facilitate informed decision-making; direct the development and distribution of agendas for meetings of the Board of Directors and other groups as required.
- Direct the development of UPTD's annual budget; review and analyze funding requests and determine appropriate priorities; ensure the application of sound fiscal management principles and practices, and the integrity of UPTD's financial position.
- Direct and oversee the preparation of specifications, bid documents, advertisements and other materials required for the purchase of vehicles, equipment, and services; ensure compliance with the Board of Directors policies and applicable laws, ordinances, and regulations; communicate with vendors and suppliers to ensure efficient procurement of goods and services.
- Provide management and oversight of the administration of all transit related grants, contracts, and leases.
- Assist legal counsel, act as final arbiter in interpreting legislation and regulations that govern UPTD.
- Direct the ongoing development and evaluation of UPTD services; ensure the preparation, distribution and analysis of surveys, questionnaires and other customer input concerning the quality, availability, and adequacy of transit services.
- Attend a variety of meetings in the community and region and make oral presentations as requested.
- Ensure the preparation, maintenance, retention, storage, and accessibility of UPTD records and reports.
- Performs other duties of a similar nature or level.

- Coordinate and make informed decisions to keep operations running smoothly when responding to emergency situations including state or federal emergency proclamations.

Knowledge, Skills, and Abilities:

Knowledge:

- Principles and practices of effective rural community public transit agency management.
- Applicable local, state, and federal laws, grants, circulars, and other regulations related to public transportation and the Federal Transit Administration (FTA) Rural community transportation services, alternatives, and technology.
- Local, regional, state, and federal agencies, organizations and groups involved in transit planning and development.
- Transit service design, development, enhancement, and expansion.
- Budget preparation, administration, and control.
- Local economy and transportation infrastructure.
- Fiscal management principles, practices, and methodology.
- Oral and written communication skills, including effective public speaking techniques.
- Principles of management and supervision.
- Consensus- and team-building skills.

Skills:

- Communication, interpersonal skills as applied to interaction with co-workers, supervisor, elected officials, and the public sufficient to exchange or convey information and to receive work direction.
- Plan, organize, direct, and provide executive leadership in the management of UPTD.
- Speak effectively before large groups on complex and sensitive issues related to the accessibility, routes, costs, and efficiency of public transit services.

Abilities:

- Represent UPTD at meetings with the Board of Directors, local officials, civic groups, regulatory agencies, and community business leaders.
- Develop and implement long- and short-range plans in accordance with UPTD goals and customer needs.
- Monitor legislative and environmental trends for the future of rural public transportation in Douglas County and the connecting areas.
- Confer with Board of Directors members and provide timely updates on UPTD projects, programs, and finances.
- Ability to demonstrate strong listening skills.
- Ability to read, analyze, and interpret complex documents, including legislation and contracts.
- Establish and maintain effective and cooperative working relationships with others.
- Supervise and evaluate the performance of management personnel.

- Ability to respond effectively to sensitive inquiries or complaints. Delegate authority and responsibility.

Education and Experience:

- A bachelor's degree in public administration, General Business Administration, Transportation Planning, or closely related field and five (5) years of progressively responsible management-level experience; or an equivalent combination of education and experience sufficient to successfully perform the essential function of the General Manager.
OR
- Ten (10) years of progressively responsible management-level experience; or an equivalent combination of education and experience sufficient to successfully perform the essential function of the General Manager.

Physical Requirements:

The duties of this position require sitting for extended periods of time and use of hands to accomplish work. Occasional travel to various locations, standing, walking, reaching, bending, and lifting and carrying up to thirty (30) pounds is required. Reasonable accommodations are made to enable individuals with disabilities to perform the essential functions of this position.

Working Conditions:

Work is performed predominantly in an office environment and requires frequent travel to other locations to attend meetings and conduct work.

Special Requirements:

- Valid Oregon Driver's license at time of hire and maintained during the length of employment.
- Adherence to UPTD's Drug and Alcohol Testing Policy.
- This position serves as the Drug and Alcohol Program Manager (DAPM). FTA DAPM certification is required.
- Comprehensive background check.

This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with this job; it is intended to be an accurate reflection of those principal job elements essential for making fair pay decisions about this job.

Umpqua Public Transportation District is an equal opportunity employer and does not unlawfully discriminate based on race, sex, age, color, religion, national origin, marital status, veterans' status, disability status, sexual orientation, or any other basis prohibited by federal, state, or local law.

Employee acknowledgement of receipt of job description.

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General Manager's Signature	Date

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Board of Directors Chair's Signature	Date