

**Job Title:** Interim Operations Manager

**Department:** Operations Admin

**Reports To:** General Manager

**FLSA Status:** Exempt

# JOB DESCRIPTION

**SUMMARY**

Under the direction of the UPTD General Manager, the Interim Transit Operations Manager is responsible for the planning, coordination, and oversight of transit activities and operations, including management of operations staff.

**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; 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:

The Interim Operations Manager is responsible for the daily operation of the transit service, including driver safety training, and fleet oversight in compliance with State and Federal safety requirements. The Interim Operations Manager ensures coordination between drivers, dispatch, and fleet for efficient and safe operations.

# ESSENTIAL DUTIES AND RESPONSIBILITIES:

* Oversees Transit Operations by directing, organizing, and managing operation activities for Fixed Route, Commuter Route, Paratransit and Dial a Ride Demand Response.
* Analyzes and plans existing transit operations by researching, developing, and implementing service improvements and modifications.
* Supports long-range transit planning projects with analysis, review, and recommendations.
* Advise stakeholders on the development of connection centers, bus stops, landscapes, employee, and visitor parking lots.
* Ensures compliance in accordance with FTA/ODOT standards, Americans with Disabilities Act (ADA) regulations, departmental policies, as well as applicable federal, state, and local laws and regulations.
* Recruit, supervise, train, motivate and evaluate transit supervisors, office manager, dispatch supervisor, and operations administrative assistant.
* Works closely with supervisors to ensure staff are monitoring, training, and evaluating performance of assigned personnel as well as monitoring employee attendance and tracking employee vacation and leave.
* Provides guidance and oversight to the transit supervisors to ensure management of vehicle maintenance is completed on time and in compliance with vehicle manufacturer recommendations and requirements.
* Analyze accident and incident information to make suggestions for new training or altering of new employee training. Oversee tracking of road call emergencies and vehicle accidents, ensure necessary information and all documentation is maintained in accordance with record retention rules and as necessary for insurance purposes.
* Compiles data and presents reports and findings concerning system operational statistical data to the General Manager and Board of Directors.
* Maintains current GTFS data and reports changes to third party support provider.
* Maintains on-board fixed route stop announcement data.
* Investigates accidents, as assigned, including receiving and responding to drivers' incidents and accidents, and conducting internal accident investigations.
* Develops a departmental budget and subsequent expenditures by monitoring payroll and implementing staffing level adjustments.
* Performs routine inspections to maintain UPTD compliance with the ADA, OSHA, EPA and FTA of all UPTD facilities.
* Ensures that facilities maintenance and repairs are properly attended to.
* Updates the repair and maintenance data into the transit asset management plan.
* Consults with departmental staff, other District departments, and outside agencies by coordinating activities, providing technical expertise, and receiving advice/direction, as needed.
* Helps establish emergency support relationship with local governments. Assumes a support role for Emergency Support Function during emergency operations/natural disasters.
* Performs other duties and projects, as assigned.

## Knowledge, Skills, and Abilities:

**Knowledge:**

* Managerial and supervisory principles.
* Budgetary management practices related to municipal and/or public transit funds.
* Strategic planning principles.
* Advanced principles and practices in transit operations.
* Applicable Federal, State, and local laws, regulations, codes, and/or statutes.
* Project management principles.

## Skills:

* Conducting objective research.
* Monitor and maintain inventory of assigned equipment.
* Manage programs and complex projects.
* Coordinate with outside government agencies.
* Perform complex mathematical calculations.
* Monitor and evaluate subordinates.
* Delegate and prioritize work.

## Abilities:

* Interpret a variety of transit related data, plans, reports, and/or other related items.
* Manage multiple tasks simultaneously.
* Use independent judgement to solve complex problems.
* Perform project reviews and revisions.
* Interpret and apply applicable laws, rules, and regulations.
* Prepare, review, and analyze technical reports.
* Analyze problems, identify alternative solutions, project consequences of proposed actions, and make recommendations in support of goals.
* Be on-call 24/7 to respond to emergencies; be able to work nighttime hours and weekends, if needed.

## Education and Experience:

* An associate or bachelor’s degree in public administration, business, transportation, or related field and three (3) years of supervisory or management experience in the transportation field. OR
* Ten (10) years of progressively responsible supervisory or management experience in the transportation field; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the Interim Operations Manager.

## Physical Requirements:

Positions in this class typically require reaching, standing, walking, fingering, grasping, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to thirty (30) pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. The use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.

## 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 Commercial Driver’s license with passenger endorsement at time of hire and maintained during the length of employment.
* Oregon D.O.T Medical Certification
* Adherence to UPTD’s Drug and Alcohol Testing Policy. This is a "mandatory testing" position that requires Drug Testing.
* 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.*

*While this position is a contracted position, it is important to note: 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.*

*This position is an interim position, and as such, is not eligible for fridge benefits.*

***Contractor acknowledgement of receipt of job description.***

Interim Operation Manager’s Signature Date

General Manager’s Signature Date