

TRANSIT SERVICES DIRECTOR

JOB DESCRIPTION

Classification Responsibilities: The Transit Services Director provides responsible administrative direction and coordinates the activities of Transit Services work team in the planning, development, and operation of the City's transit system. The incumbent is responsible for supervising, directing, coordinating, and evaluating the planning, programming, development, implementation and/or operation of the City's transportation planning and transit programs, including the transportation master plan, the Regional Transportation Plan (RTP), high capacity transit services (i.e., bus rapid transit and light rail), fixed-route and demand-response transit services (i.e., local and express bus service and dial-a-ride), coordinating local and regional services and transit policies through the Maricopa Association of Governments (MAG), Regional Public Transportation Authority (RPTA), and Valley Metro Rail, managing the Federal Transit Administration (FTA) grant program, and the City's alternative mode programs (i.e., Trip Reduction, RideChoice, Telecommute). This class is responsible for directing, overseeing, and participating in the development of a workgroup plan, assigning work activities and projects, monitoring workflow, and reviewing and evaluating work projects. Supervision may be exercised over professional, paraprofessional, administrative, and/or technical staff who are responsible for the planning, development, analysis, review, coordination maintenance, and/or operation of the City's transportation and transit programs. Work is performed within general guidelines and policies established by the Assistant to the City Manager. Work assignments are broad in scope and are performed with considerable independence. This class performs related duties as required.

Distinguishing Features: This class has been designated as a non-classified, non-merit system, at-will position. The Transit Services Director supervises and coordinates the activities and training of all personnel assigned to his/her section(s) within the Transit Services Department. This class serves as a technical consultant to employees in solving difficult assignments. This class also advises the transportation and transit communities, as well as the general public, on transportation and transit related issues. An employee at this level is expected to exercise considerable initiative and independent judgment in resolving operational problems and policy matters that may arise. Work is performed under the direction of the Assistant to the City Manager and is reviewed through conferences, meetings, and reports regarding results achieved. This class is FLSA exempt-executive.

QUALIFICATIONS

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Engineering, Urban Planning, Construction Management, Public Administration or related field. Extensive (5+ years) work experience related to Transportation Planning and Transit. Extensive (5+ years) of administrative or supervisory experience.

Special Requirements. Must possess a valid Arizona Driver's License by hire date.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience effectively dealing with the general public and elected officials is highly desirable. A Master's Degree from an accredited college or university in a field related to area of assignment is preferred. Registration as a Professional Engineer in the State of Arizona or an American Institute of Certified Planners certification from the American Planning Association is also preferred.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with the general public, other City employees, City process improvement teams, vendors, management, contractors, public officials, engineers, and other transportation and/or transit personnel to explain applicable City regulations and policies. Prepares written documents, Council reports, studies, letters, memos, and special agreements with clearly organized thoughts using proper sentence structure, punctuation, and grammar, in order to define and express City objectives, findings, recommendations, procedures, policies, and goals.

Manual/Physical: Operates a motor vehicle requiring a valid Arizona Driver's License to visit project sites. Moves construction plans (maximum weight is 40 pounds) distances up to 60 feet to review and file. Operates a variety of standard office equipment, including a personal computer, copier, fax machine, telephone, and calculator.

Mental: Provides administrative direction to workgroups and management of activities in assigned areas. Participates as a senior management member in the formulation of Department policies, procedures, short-term and long-term goals and objectives, and updated strategic planning. Supervises and evaluates the work of subordinate personnel for compliance with standard operating procedures and Department objectives. Comprehends and makes inferences from written material regarding area of assignment. Assists in the preparation of the Department budget by analyzing the personnel and equipment needs of assigned area. Coordinates and works with managers of City services on matters affecting areas of responsibility and Citywide processes. Presents the Department's policies and positions in meetings, negotiations, and communications with the public, citizen and industry groups, the City Manager, Mayor and City Council members, the media, and other public forums within assigned areas of responsibility.

Knowledge and Abilities:

Knowledge of:

principles and practices of transportation planning and transit systems planning and operations;
principles and practices of public administration, personnel administration, supervision, continuous quality improvement, customer service, and public participation;
federal, state, and local regulations, codes and ordinances, and standards pertaining to the planning,

design, construction, maintenance, and/or operation of municipal transportation or transit projects;
leadership and team styles and skills;
computer software applications (i.e., word processing, database, spreadsheet, scheduling, etc.);
methods and techniques used in the planning, design, construction, maintenance, and/or operation of municipal transportation and transit projects; and
the uses and capabilities of various work related heavy equipment (i.e., motor grader, backhoe, bucket truck, street sweeper, slurry seal truck, paint striper, fiber splice van, rollers, herbicide spray truck, dump truck, etc.).

Ability to:

establish leadership over assigned work group and direct staff in meeting acceptable service levels to customers;
perform a broad range of supervisory responsibilities over professional, paraprofessional, and technical staff;
manage the work of others through planning, organizing, motivating, and evaluating performance objectively;
resolve work procedure problems and questions presented by subordinate level employees;
assess and assign priorities to work assignments when confronted with several pressing demands at one time;
identify process delays and demonstrate continuous effort to improve operations and decrease turnaround times;
partner with other City divisions or outside entities to review and make recommendations to improve work processes;
analyze program achievements by evaluating activities to ensure efficient operations and compliance with objectives, policies, and procedures, and to implement changes when needed;
effectively recommend personnel actions related to hiring, disciplinary procedures, performance, leaves of absence, and grievances;
analyze a variety of administrative, operational, and fiscal problems and make sound recommendations for solutions;
review forms, reports, records, and data associated with work activities to monitor budget status and timeliness of work completion;
participate in the formulation of the Department operating budget;
confer with Engineers, Developers, Attorneys, property owners, Consultants, a variety of agencies, and the general public in acquiring information, coordinating Department matters, and providing information regarding area of assignment;
communicate with and respond tactfully to a diverse public in answering questions, handling complaints, and explaining City policies related to work area;
use graphic instructions, such as blueprints, schematic drawings, graphs, charts, maps, layouts, or other visual aids;
resolve complex code interpretations related to transportation planning decisions; and
read and interpret codes, plans, and specifications, and detect deficiencies or deviations from approved plans and field observations.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 6/15

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EEO-O/A

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-ADM

INCREMENTS 81-200

PAY GRADE: 57

SECURITY-No

CDL-No

IND-9410

SWORN-No