



TOWN OF JACKSON JOB DESCRIPTION

JOB TITLE: Transit Operations Manager

LAST UPDATED: March 8, 2016

PAY BAND: 11

FLSA STATUS: Exempt

DEPARTMENT: Transit **SUPERVISOR:** Transit Director

Job Purpose: Manages daily operations, fleet drivers, and scheduling responsibilities of Town of Jackson transit system. Performs administrative activities concerning budgeting, marketing and promotion, and personnel management.

Supervision: Works under general direction of Transit Director.

Supervision Exercised: Directly supervises assigned divisional staff.

Essential Duties and Responsibilities:

(This list does not include all duties and responsibilities that may be assigned to this position.)

Directs, supervises, coordinates, and evaluates transit staff and provides guidance, assistance, and discipline as necessary. With the assistance of Town HR, responsible for hiring and training transit fleet drivers. Actively works to resolve personnel conflicts, grievances, issues, and concerns. Establishes work schedules and departmental procedures and maximizes fleet efficiency.

Provides exceptional internal and external customer service. Responds to patron questions, concerns, complaints, and suggestions in a timely and proactive manner. Attends community meetings to advocate system use and represent the Transit Department.

Responsible for research, development, and implementation of new transit services. Creates and implements route schedules. Oversees marketing and public relations efforts to encourage system use by Town of Jackson and Teton County citizens and visitors.

Collects, analyzes, prepares, and presents reports, information, and findings concerning system statistical data, passenger use, fares, service efficiencies, and maintenance records.

Assist in the preparation and allocation of departmental budget and subsequent expenditures. Responsible for determining and implementing appropriate service levels. Collects, calculates, and compiles expenses. Monitors payroll and implements staffing level adjustments as needed.

Interprets, implements, and ensures compliance with departmental policies, procedures, and safety rules and regulations.

Supervises, plans, and implements, in conjunction with Public Works Department staff, general maintenance and repair work associated with START busses and equipment.

Advises and assists Transit Director and START Bus Board concerning planning, policy, and operational issues.

Desired Minimum Qualifications:

Education and Experience:

Any combination of education and experience providing skill and knowledge for successful job performance is required. Typical qualifications include:

- Bachelor's Degree in public administration, business administration, transportation planning, or related field; and
- Three (3) years increasingly responsible, professional experience in mass transit field with supervisory duties, or any equivalent combination of related education and experience.

Job-Specific Knowledge, Skills, and Abilities:

- Extensive knowledge of vehicular repair principles, practices, and procedures, and related medium and heavy equipment operations and maintenance.
- Knowledge of vehicular system maintenance, principles of engineering and electrical design, and related functions.
- Knowledge of Wyoming Department of Transportation (WyDOT) rules and regulations pertaining to transit fleet operation.
- Knowledge of applicable state and federal regulations, and the ability to implement and ensure compliance at the municipal level.
- Knowledge of the hazards, and subsequent safety precautions and procedures, pertaining to Transit Department operations.
- Working knowledge of computers and electronic data processing, modern office practices and procedures, and general accounting principles and practices.
- Working knowledge of Internet usage and business software applications, including MS Word, Excel, and Publisher. Knowledge of electronic signage software preferred.
- Knowledge of basic financial record keeping practices and procedures.
- Knowledge of Town of Jackson and Teton County roads and geography preferred.
- Working knowledge and command of the English language, including usage, grammar, spelling, punctuation, style, and proofreading skills.
- Skilled in operation of equipment and tools listed below.
- Skilled in establishing and maintaining efficient filing systems.
- Ability to develop, implement, and adhere to deadlines and work effectively and efficiently under pressure.
- Ability to supervise, coach, mentor, train, recruit, discipline, and evaluate personnel.
- Ability to work and exercise judgment independently.
- Ability to read, analyze, interpret, and apply technical drawings and data.
- Ability to establish and maintain effective working relationships with departmental supervisors, personnel, other town departments, and the general public.
- Ability to comprehend verbal information and instruction, translate aforementioned information into effective written material, and exchange data and material with others.
- Ability to effectively meet and assist Town of Jackson citizens, communicate verbally and in writing, and handle stressful situations.

- Ability to use mathematical reasoning as necessary to execute Transit Department managerial and operational duties.
- Ability to produce professional letters, memoranda, and reports and develop and make recommendations to supervisors, staff, and others.
- Ability to use and apply technology.

Knowledge, Skills, and Abilities Related to the Town of Jackson Purpose, Mission, and Values:

Our Purpose (Why we exist as an organization)

The Town of Jackson exists to provide municipal services necessary to support the residential, business, environmental, and historical interests that define our community. Our services enhance the quality of life for those who live here and enhance the experience for our guests.

Our Mission (What we do)

It is the mission of the Town of Jackson Municipal Organization to provide municipal services that enhance the quality of life for our residents and guests and to help support the local economy. We train, mentor and challenge our employees to develop to their highest potential and to provide service that exceeds the expectations of residents, guests and others. We foster partnerships to solve problems and more effectively use our resources. We appreciate the unique environmental resources and scenic beauty where we live and work and acknowledge our responsibilities to future generations.

VALUES

CUSTOMER FOCUS & SERVICE. *We provide exceptional customer focus and service – to both internal and external customers.*

OPENNESS. *We are open in all respects as we work together – displaying an open mind, an open door and open communication.*

INNOVATION. *We utilize the creativity and innovative ideas of employees at all levels to address our increasingly complex challenges.*

RESPECT. *We treat everyone, everything and everywhere with respect.*

PROFESSIONALISM. *We display high levels of professionalism in all interactions.*

POSITIVE WORKPLACE. *We take responsibility for creating a positive and healthy workplace – through displaying positive attitudes and positive behaviors.*

STEWARDSHIP AND CONSERVATION. *We are the current caretakers of our resources.*

IT IS MY JOB. IT IS OUR JOB.

- Ability to understand and contribute to accomplishing the Town of Jackson Purpose and Mission.
- Ability to understand and comply with the Town of Jackson Values.
- Ability to read, comprehend, and comply with the Ins and Outs of the Town of Jackson Values as set forth in the Performance Management System documents.
- Ability to be an example to others in the organization in terms of understanding and application of the Town of Jackson Values.
- Ability to display positive behaviors towards improving the culture of the organization through understanding, support, and application of the Town of Jackson Values.

Special Requirements:

- Satisfactory driving record and ability to maintain same; and
- Valid Class “B” commercial drivers license (CDL) with all required endorsements for assigned equipment; and
- Passenger Service and Safety certification (PASS) within thirty (30) days of hire; and
- Compliance with Town of Jackson’s federally mandated drug testing program; and
- Ability to pass WyDOT physical examination.

Equipment and Tools Used:

- Automobile, telephone, cellular telephone, two-way radio, calculator, computer, photocopier, fax machine, and other office equipment, meters and testing devices, power and hand tools, welding machinery, hoists, jacks, and related repair and maintenance equipment and tools.

Physical Requirements:**

The physical demands described here are representative of those that must be met by employee to successfully perform essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing job duties, employee frequently sits, sees, hears, and speaks. Employee frequently uses hands to finger, handle, or feel objects, tools, or controls.

Employee is exposed to moderate levels of walking.

Employee occasionally stands, climbs, balances, stoops, kneels, bends, crouches, and/or crawls. Employee occasionally lifts, pushes, and/or pulls up to 75 pounds and carries up to 50 pounds. Employee occasionally reaches and works with hands above shoulder height holding up to 10 pounds and reaches and works with arms extended at shoulder holding up to 10 pounds.

Specific vision requirements for this job include moderate use of near vision and occasional use of far vision, depth perception, peripheral vision, and the ability to adjust focus. Employee is occasionally exposed to low light and/or bright light conditions. Hand-eye coordination is necessary to operate computers, office equipment, and other equipment and machinery.

Specific auditory (hearing) requirements for this position include frequent participation in routine conversation and communication via two-way radio and the ability to distinguish between telephone, voice, and other auditory tones.

Mental Requirements:**

The mental requirements described here are representative of those that must be met by employee to successfully perform essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing job duties, employee frequently plans own work and works without supervision.

Employee is exposed to moderate levels of understanding and executing verbal instructions. Employee is exposed to moderate levels of planning, coordinating, and directing work of others, training other workers, working alone, and working as a member of a team.

Employee occasionally reads, comprehends, and executes simple and complicated written instructions, reads work orders, job tickets, graphs, logs, and schedules, observes and reads instruments, gauges, and dials to determine operating status, reads and interprets detailed prints, sketches, layouts, and specs, identifies and records production data (quantities, pressures, etc.), estimates size, form, quality and/or quantity of objects, estimates speed of moving objects, inspects and observes for obvious product or equipment defects and those defects not easily identified, counts and makes simple arithmetic additions and subtractions, computes and calculates amounts of additives, test results, etc., uses measuring devices (tapes, gauges, rules, weight scales, etc.), operates cars and trucks, uses non-power tools and hand power tools, assembles or disassembles objects, determines nature and location of malfunctions by direct observation, performs repair and maintenance of equipment, makes adjustments to obtain desired operating conditions (turning valves and switches, moving and setting controls, adjusting pumps, etc.), and operates equipment requiring specialized knowledge of process.

Employee occasionally works under pressure and works on several tasks at the same time. Employee is occasionally exposed to the threat of direct or indirect violence and conflict by other individuals.

Working Conditions:**

The work environment characteristics described here are representative of those that employee encounters while performing essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing job duties, employee frequently works inside and is exposed to noise levels generated in a normal office environment.

Employee occasionally works outside. Employee is occasionally exposed to intermittent noise, extreme cold with or without temperature changes, wet conditions with or without temperature changes, fumes, odors, dusts, oil/grease, dirt, unavoidable mechanical hazards, and unavoidable hazards associated with moving objects. Employee is occasionally exposed to adverse weather and/or unfavorable traffic conditions while driving from town offices to off-site locations.

**The terms "Frequent," "Moderate," and "Occasional" are quantified as follows:

- Frequent: occurs 60-100% of the time
- Moderate: occurs 21-59% of the time
- Occasional: occurs 1-20% of the time

Job Selection Guidelines:

Formal application, rating of education and experience, oral interview, reference check, and job related tests may be required, including physical agility test, polygraph examination, drug testing, etc.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This job description is intended as a guide for the efficient and professional performance of a job. Nothing herein shall be construed to be a contract between the Town of Jackson and the employee. Additionally, this job description is not to be construed by any employee as containing binding terms and conditions of employment. The Town of Jackson retains the absolute right to terminate any employee, at any time, with or without cause. Management retains the right to change the contents of this job description, as it deems necessary, with or without notice. Employment is on an at-will basis.

I, the undersigned, have read and understand this job description and am able to perform essential job functions with or without any reasonable accommodation:

Employee Signature: _____ Date: _____

Approval: _____ Approval: _____
Supervisor Personnel Director

Effective Date: _____ Revision History: _____