



# DIRECTOR OF OPERATIONS SALEM AREA MASS TRANSIT DISTRICT

Under general direction from the DGM/COO, the Director of Operations executive directs and manages all operational activities of the Operations Division, which includes approximately 130 vehicles including fixed-route bus transportation, maintenance operations and contracted services (paratransit, regional service, Dial-a-ride service and Cherriots Call Center operations).

The Director of Operations participates as a member of the agency's Executive Leadership Team and is responsible for implementing division policies and direction.

This position will also be responsible for coordinating with other divisions /departments in innovative, new services like microtransit services, and the operational transition to zero emission vehicle technology.

This position will ensure an overall "state of good repair", safe, clean and effective environment for District's customers and employees.

The Director of Operations evaluates and recommends ways to ensure quality and cost-effective performance focused on safety and positive customer experience. The position assures that all training programs are reviewed regularly, and staff is appropriately trained and qualified.

Develops annual budgets, division and departmental goals, performance indicators and implements necessary changes to ensure continuous improvement.

Receives and review materials from equipment manufacturers regarding new technology. Evaluates technology from other manufacturers and transportation agencies.

## ESSENTIAL JOB FUNCTIONS

Create and maintain a work environment that instills safety as a fundamental value and supports employee development and uses a model of continuous improvement to achieve a strong customer-focused culture.

Work closely with Administration, both directly and through subordinate managers, to ensure various collective bargaining agreements are implemented and administered appropriately.





Maintain executive level operational oversight of Cherriots Operations System, including day-to-day transportation, maintenance and facilities responsibilities, and critical business and support functions, to include transit operator and supervisor training.

Perform field reviews of the District's operations. And works with the Service Planning Department in the development of service delivery plans to efficiently and effectively manage all services.

Conduct grievance hearings. Review rules, policies and procedures for accuracy and consistency.

Serve as project manager for a variety of strategic initiatives and special projects; facilitate project activities and resolve issues; develop and submit project reports to the Deputy General Manager/COO and the Board of Directors.

Directly organize, train, supervise and evaluate Division administrative staff; participate in the selection process for new hires; recommend hires; plan, assign and direct work; appraise performance; coach and counsel employees; address complaints and resolve problems; determine work procedures; prepare work schedules.

Provide assistance and support to Deputy General Manager/COO as required.

## **SUPERVISORY RESPONSIBILITIES**

Manages the Transportation Manager, Maintenance Manager, and Contracted Services Manager.

## **REQUIRED KNOWLEDGE, ABILITIES AND SKILLS**

Comprehensive knowledge of the principles and practices involved in public transportation operations including principles of organization, routing, scheduling and customer service. Comprehensive knowledge of public management principles and practices.

Extensive knowledge of federal laws, regulations and mandates pertaining to public transportation operations; ability to rapidly learn local and state laws and regulations as well as District policies and



guidelines related to the operation of the District's public transportation systems.

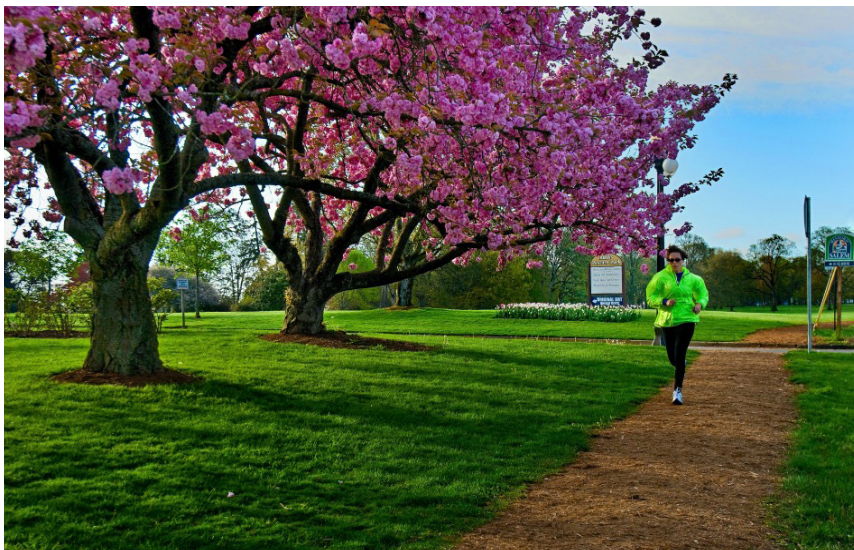
Extensive knowledge of transportation related safety/security hazards and safety/security precautions involved in public transportation systems. Extensive knowledge of the principles and practices of public-sector labor relations and the administration of labor contracts. Extensive knowledge of budget formulation and administration. Considerable knowledge of public procurement principles and practices. Considerable knowledge of federal and state regulations related to contract administration.

Ability to communicate complex subjects and sensitive information, both orally and in writing, with other employees and the general a public in a clear, concise, and logical manner; ability to communicate effectively before groups.

Ability to read, analyze, and interpret general business periodicals, transit related journals, technical procedures, and governmental regulations.

Ability to work in a management team approach to discuss and resolve District-wide as well as Operations Division policy issues. Ability to interact with other employees, representatives of other agencies, vendors, and the general public using courtesy, tact, and good judgment.

Ability to work with mathematical concepts such as probability and statistics. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to maintain confidential information. Ability to be self-starting and proactive.



Ability to produce quality work while meeting time and budget commitments. Ability to perform job functions in a safe manner. Extensive skill in leading and working constructively with subordinate staff, and effectively supervising staff. Extensive listening and negotiating skills.

Considerable skill in operating a personal computer using word processing, spread sheet and data base software applications.

### **SPECIAL REQUIREMENTS**

Ability to obtain and maintain a valid Oregon Class C driver's license and driving record that demonstrates adherence to safety and traffic laws and regulations. No criminal conviction which may, in the sole judgment of the District, constitute a threat to property or the safety of others.

### **REQUIRED EDUCATION AND EXPERIENCE**

Graduation from an accredited four-year college or university with major course work in public administration, business administration, transportation or a related field, and

Ten (10) years progressively responsible administrative experience in Transportation with an emphasis in operational services, labor relations, and budget

administration, including a minimum of five years' experience actually supervising/ managing the operations of a public or private transportation system **OR** any satisfactory equivalent combination of related experience and training which provides required knowledge, abilities, skills, and other special requirements listed above.

### **SELECTION PROCESS**

The Director of Operations recruitment is being conducted on a national basis. All written materials received will be screened and evaluated by the Talent Search Consultants firm. The most highly qualified with demonstrated experience will be invited to move forward in this search process.

### **HOW TO APPLY**

To be considered for this opportunity, please submit your resume and letter of interest electronically to TALENT SEARCH CONSULTANTS via LINKEDIN. Or email to transearch@aol.com. Confidential inquiries are encouraged and should be directed to **Daphne Le Blanc, 818.399.5787** for more details. Resumes received by **SEPTEMBER 18TH, 2020** will receive first consideration. This position will remain open until filled. Materials should reflect size and scope of management, experience, staffs managed, budgets administered and any programs of initiatives developed and implemented with success. Preference is for electronic submission, however materials may be mailed to:



**Daphne Le Blanc, President**

13428 Maxella Avenue, Suite 206  
Marina del Rey, CA 90292

Bi-State Development is an equal opportunity / access / affirmative action / pro-disabled and veteran employer.