



Marin County Transit District

Is recruiting for ...

TRANSIT OPERATIONS MANAGER

\$95,000 - \$129,600 annual salary depending on qualifications and an outstanding benefits package

About the District...

Marin County Transit District (Marin Transit) is responsible for funding, planning, and management of all public transit services operating within Marin County, including fixed route, community shuttle, supplemental school, and mobility management programs including paratransit services. Marin Transit works closely within the community to develop and deliver the most strategic, effective, and efficient local transit system in northern California. For additional information about Marin Transit, please visit our website at www.marintransit.org.

About Marin County...

Located just across the Golden Gate Bridge, and minutes from downtown San Francisco, Marin County is a dynamic, economically and culturally diverse community of 250,000 informed and involved residents. Marin County is marked by beautiful beaches, groves of redwoods and oaks, rolling foothills, and scenic valleys. Marin County is known for its combination of rural and suburban lifestyles, and is a recreation destination for the entire Bay Area with more than 140,000 acres of federal, state and county parkland, county open space and water district lands. The mild year-round climate is highlighted by cool, coastal fog tempering the warm inland temperatures of summer.

The position of Operations Manager...

The Operations Manager would be responsible for the oversight of operations for the countywide fixed route bus and mobility management programs, including the paratransit operations, and act as a liaison between the District and the four service providers currently under contract to Marin Transit. This position would oversee service provider contracts for the District and coordinate activity between the contractors' operations teams, the District planning and capital development teams, the Travel Navigators mobility management team, and the bus riding passengers. This position would also support coordination with the local jurisdictions and other regional transit providers in the County. This position would offer supervision and guidance to operations staff and report to the Director of Planning and Operations.

This position would also play a key role in steering technology advancements for the District that would support more efficient transit operations and improve rider communication and outreach channels.

CLASS CHARACTERISTICS

This is a management level position and will be responsible for directly managing staff and projects. Incumbents in this class operate with a high degree of independence, and have demonstrated ability to communicate effectively with a wide range of individuals and groups, including local Board members, regional planning organizations, and a variety of health and human services organizations. Technical expertise in program development, data collection, and analysis, and program management are essential. This class is exempt.

SUPERVISION RECEIVED AND EXERCISED

Direct supervision is provided by the Director of Operations and Planning. The Operations Manager provides assistance and guidance to the Operations Analyst and Senior Operations positions.

Typical duties may include:

Operations and Maintenance Oversight

- Administer Marin Transit's operations and maintenance contracts including: Local Fixed Route; Marin Access Paratransit; Catch-A-Ride discount taxi program; volunteer driver programs; yellow school bus service; and services as directed. Develop and manage a comprehensive operations monitoring and review program to ensure contract goals are being met and high quality service is being delivered.
- Develop and refine operations policy and standards. Work with contract operators to ensure compliance with a variety of legal requirements and established service delivery standards.
- Work with Marin Transit's capital team to improve bus stops to support operations.
- Support and assist contract operators to address various challenges that compromise operations including employee recruitment/retention, fleet support, inter-operator coordination, rider communication, etc.

Collaborate with staff, contractors, and the public

- Serve as the primary contact on accessibility issues for disabled users of the local fixed route and paratransit services provided by Marin Transit and respond to comments and concerns to ensure that customer issues are addressed and resolved. This includes working in partnership with Marin Transit's fixed route and paratransit service contractors.
- Build and maintain collaborative relationships with regional partners; including other public transit agencies, advocacy groups, social service agencies, medical social workers, and private not-for-profit para-transit service providers; to identify operational concerns and develop potential solutions.
- Supervise and mentor subordinate staff, volunteers and consultants, including the Operations Analyst and Senior Operations positions.
- Assist customer service on customer complaint follow-up and close out.

- Coordinate and oversee temporary staff needed for data collection or outreach. Responsibilities would include identifying needs, conducting training, and coordinating schedules.

Provide technical expertise on specific projects

- Provide guidance on technology investment to improve the efficiency and rider experience for all services directly provided or in partnership within Marin County.
- Assist in preparing technical analyses, including memos to the General Manager, Director of Operations and Planning, and Board of Directors, and perform related duties as assigned.
- Give presentations before boards, commissions, community groups, and stakeholder agencies involved with transportation or transit operations.
- Work with planning staff to identify schedule and alignment improvements based on field observations and performance data.
- Lead ongoing operations data collection related to NTD, current planning projects, and other ongoing needs.
- Work with contractors and AVL vendor to ensure real-time data is accurate and consistent for passengers. Work with planning staff to ensure online trip planning tools (511, Google Transit, etc.) are functional and up to date.

Requirements include ...

Candidate must have direct experience in public or private transportation operations, have strong communication skills, and be comfortable with technology. The ability to speak and write in Spanish is highly desirable.

Experience and Education

Any combination of experience and training that would provide the required knowledge and skills is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience: Eight (8) years of increasingly responsible professional experience in transit operations, including at least two years in a supervisory role. Familiarity with the Americans with Disability Act (ADA) and Federal Transit Administration (FTA) policies and regulations is highly desirable.

Education: Equivalent to a Bachelor’s degree from an accredited college or university is highly desired but not required. Portions of the required experience may be substituted for education in the following ways;

- Bachelor’s degree or similar: 1 year
- Postgraduate degree of similar: 1 year

Knowledge of:

- Transit operations including fixed route and paratransit
- Laws and regulations governing public transit operations, especially the Americans with Disabilities Act
- Transit service planning including scheduling and service design

Skills in:

- Analyzing and evaluating data and preparing comprehensive, clear, and concise written reports with recommendations;
- Making effective presentations to a variety of audiences;
- Exercising sound independent judgment;
- Establishing and maintaining effective working relationships with representatives of public and private entities and members of the public using principles of good customer service;
- Working in a highly collaborative environment.

Physical Working Conditions:

Position would spend time in an office setting and in the field. Office work may require prolonged sitting, standing, walking, kneeling, squatting and stooping in the performance of daily activities. Field work would require the ability to work outside in various weather conditions and actively travel around the County in either a District provided car or using the transit system. The position may also require the ability to lift, drag and push files, paper and documents weighing up to 35 pounds. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Special Requirements: (1) Must be willing and able to travel to and attend meetings within or outside the boundaries of the County of Marin; (2) Must be willing and able to work outside regular business hours and on occasional weekends, attending civic, community, and client meetings, etc. as needed; (3) Must have a valid California Driver's License

The first review of applications will be March 13, 2017. This position is open until filled and may close without notice.

For an application, please visit <http://www.marintransit.org/jobs.html> and click "Employment Application". Submit the completed application, a resume, cover letter and supplemental questionnaire in pdf format to hr@marintransit.org or mail to Marin Transit, Attention HR, 711 Grand Ave, Suite 110, San Rafael, CA, 94901.

Applications/resumes received will be screened according to the qualifications outlined in this posting. The most qualified candidates will be invited to interview and complete skills test. Finalists will be asked to provide references and undergo a background check to verify information supplied in the application materials.

If you have questions about this job, the hiring process, or Marin Transit's benefit package, please email Holly Lundgren at hlundgren@marintransit.org.

SUPPLEMENTAL QUESTIONNAIRE

Responses to these Supplemental Questions must be submitted with your application materials. We will not consider resumes submitted without responses to the supplemental questions. These questions are designed to help you present your qualifications for this position. Your responses, along with your application and resume will be used to determine whether you will be invited to continue in the selection process. Responses should be complete, concise, and specific. Clarity and completeness of your answers will be considered in the evaluation process.

1. Describe your experience as it relates to operations of fixed route and paratransit services.
2. Describe your experience supervising staff or contractors.
3. Describe why you are interested in this position and working with Marin Transit.
4. Briefly describe your previous work or academic experience not necessarily related to transportation operations and how it will benefit you in this position.