



OPERATIONS MANAGER

Salary Range- \$86,214 to \$120,654

Excellent Benefits & CalPERS Pension Plan

First Review of Applications will begin June 3, 2019

JOB SUMMARY

This single position class is distinguished with responsibility to ensure the GCTD fixed route transit system is operated according to GCTD guidelines and state and federal regulations.

ESSENTIAL FUNCTIONS

The Operations Manager responsibilities may include:

- Manage transit operations through subordinate supervisors of personnel engaged in operating and dispatching transit buses; recommend guidelines and procedures for transit operations; and monitor and report daily operations to ensure efficient dispatch, effective utilization of fleet and satisfactory operator performance
- Manage all aspects of the district's operations safety program through subordinate staff; ensure all operations safety aspects and elements are followed and met; and report weekly to supervisor in written report of all operations safety program activities
- Plan and organize new employee orientation, driver safety, public/passenger relations, new equipment supervision and other training for operations staff.
- Develop training plans and materials
- Maintain training and driving records for operations staff
- Evaluate performance of assigned staff and recommend salary increase; recommend responses to grievances; recommend and, in consultation with supervisor and the Human Resources Department, administer discipline; interview applicants and recommend appointment of staff; oversee vacation and scheduling process of operations staff
- Coordinate bus routes, bus stops and other issues with local government agencies; coordinate promotions, special displays, and route schedules with Planning and Marketing Department
- Supervise administrative activities of department including timekeeping, revenue count/deposit/reports; maintenance of accident reports, and DOT records and evaluations
- Supervise bus operators through subordinate supervisors
- Recommend to the management team any improvement of administrative, service and support operations

- Recommend performance measurement criteria for transit operations and monitor and report performance measurement statistics weekly to supervisor in written report
- Coordinate operations with Fleet & Facility Department
- Assess operations needs and participate in development of a capital improvement program to prioritize and justify capital investments
- Report weekly to supervisor in written report of all relevant operations activities
- Assist supervisors as needed

OTHER JOB FUNCTIONS

May be assigned additional managerial and administrative responsibilities.

MINIMUM QUALIFICATIONS

Bachelor of Administration or Science degree from a college or university and progressively responsible experience in fixed route transit operations which includes at least five years in managing fixed route transit operations for a minimum of 40 vehicles, or any combination equivalence.

Knowledge of:

- Principles and practices of supervision, including performance evaluation, scheduling and counseling techniques
- Route planning and scheduling principles and practices
- Laws and regulations related to transit operations
- Accident and incident investigations procedures
- Safety principles, practices and regulations related to transit operations
- Record keeping systems and applications for tracking a variety of operations activities
- Principles and practices of skills training
- Performance evaluation practices and techniques
- Passenger relations principles and practices.
- Vehicle inspection practices

Ability to:

- Plan, organize, and direct transit operation functions
- Evaluate efficiency and effectiveness of transit operations system and staff
- Read and interpret complex procedures
- Identify and analyze operational issues and recommend solutions
- Exercise judgment, decisiveness, and creativity
- Communicate effectively, both verbally and in writing with people of diverse socio-economic backgrounds and cultures
- Determine appropriate course of actions in emergency or stressful situations
- Develop goals and objectives
- Prepare narrative and statistical reports

JOB DESCRIPTION
Operations Manager



- Organize and prioritize work
- Project consequences of decisions
- Effectively delegate responsibility and authority to others

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license

WORKING CONDITIONS:

Environment:

- Exposure to weather and physical hazards
- 24-hour on-call to respond to emergencies
- Office environment
- Driving a vehicle to conduct work

Physical Abilities:

- Speaking to make presentations
- Sitting for extended periods of time
- May involve extended periods of time at a keyboard or workstation
- Dexterity of hands and fingers to operate office equipment
- Some tasks may involve the ability to exert very moderate physical efforts, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials (20-25 pounds)

DISCLAIMER:

This job description is not construed to be an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions as requested by the supervisor, department head or general manager.

HOW TO APPLY:

To apply, please submit the following:

- GCTD Application: Applicants may obtain an employment application at www.gctd.org
- Cover Letter
- Resume

Please submit GCTD employment application via:

- **Email** to hr@gctd.org
- **In Person or by mail to:**
301 East Third Street
Oxnard, CA 93030
Monday thru Friday 8:00AM to 5:00PM

The GCTD applications must be fully completed. Any questions unanswered may cause you to be excluded from the selection process.

PRE-EMPLOYMENT PROCESS:

The process includes a job specific pre-employment physical and D&A screening to be completed by an industrial health clinic of our choice; background and references will also be checked. All offers of employment are conditioned upon successful completion of this pre-employment process.

About GCTD

Gold Coast Transit District (GCTD) is a special purpose transit district that provides public fixed-route and paratransit service in the cities of Ojai, Oxnard, Port Hueneme, Ventura and the unincorporated areas of Ventura County. With nearly 4 million passenger trips provided each year, GCTD is the largest public transportation operator in Ventura County. The fleet includes 56 buses and 24 paratransit vehicles all powered by clean natural gas supplied by an on-site CNG fueling station. In 2014 Gold Coast Transit District was named Small Agency of the Year by the California Transit Association.

Compensation Package

- Medical, Dental, Vision plans
- Flexible Spending Account (FSA)
- Paid Vacation
- Paid Cumulative Sick Leave
- Paid Holidays
- California Public Employers Pension Plan (CalPERS)
- 457 Deferred Compensation Plan
- Longevity Pay
- Life Insurance

Immigration & Control Act of 1986

In order to comply with the provision of this law, all applicants prior to placement must provide proof of work eligibility and attest that they are a citizen, permanent resident alien, or otherwise authorized to be employed.

Equal Opportunity Employer

Gold Coast Transit District is an Equal Opportunity (at will) Employer and does not discriminate on the basis of race, color, creed, ancestry, national origin, gender, sexual preference, gender identity, religion, age, veteran status, physical or mental disability, mental condition, or any other category protected by state or federal law.

In compliance with the Americans with Disabilities Act (ADA), if you need special assistance, please contact GCTD's Human Resources at (805) 483-3959. EOE