



CITY OF GARDENA

CAREER EMPLOYMENT OPPORTUNITY

TRANSIT OPERATIONS MANAGER

(OPEN/COMPETITIVE)

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
\$8,400	\$8,820	\$9,261	\$9,724	\$10,210	\$10,721

Filing Deadline: Monday, November 28, 2016 @ 4:00 p.m.

Salary: The salary range is based on a 6 step merit system with new employees hired at the first step with progression to the second step upon successful completion of a probationary period, with an annual review thereafter. Cost of Living Adjustment (COLA) is negotiated with the representative labor group and is separate from merit steps.

Vacation: 10 days per year, increasing with years of service.

Management Leave: 40 hours per calendar year.

Holidays: 12 fixed holidays per year plus additional 20 hours of floating holiday.

Sick Leave: 10 days accumulated per year with no maximum accumulation

Retirement: The City participates in the Public Employees Retirement System and currently pays 3.5% of the employees 7% contribution towards retirement (2% @55); no Social Security. New hires not already members of CalPERS will be enrolled according to PEPRA2013 (2%@62).

Health Insurance: Medical, vision, prescription and dental coverage is provided. City currently plays the premium for employee plus on dependent. Management employees may receive up to \$1,000 over a 2 year period for physical examinations.

Life Insurance: Group Term Life Insurance policy @ 1.5 times annual salary, paid by the City with optional coverage available.

Tuition Reimbursement: \$1,500 per fiscal year for tuition and books for approved courses.

Deferred Compensation: Available to interested employees; no City match.

Credit Union: Savings and loans services are available through the South Bay Credit Union.

THE POSITION

Under the direction of the Transit Operations Officer, the Transit Operations Manager is responsible for planning, directing and managing the daily operations of fixed-route and demand response transit operations. Develops, implements, monitors and evaluates systems, policies, and procedures to ensure the highest quality of transportation services are provided to GTrans customers. Supervises, assigns, reviews and evaluates the work of assigned staff.

ESSENTIAL DUTIES

- Plans, organizes, and directs the provision of daily service delivery to the residents and visitors of the City and surrounding service areas. Oversees staff responsible for monitoring on-street service effectiveness, communication/dispatch system, scheduling of operator work and measuring service delivery effectiveness and efficiency.
- Develops and implements administrative regulations, priorities, policies and programs to ensure conformance with department's mission, goals and objectives.
- Selects, trains, supervises and evaluates professional, supervisory and operations support staff. Implements personnel policies and procedures. Assigns work activities, monitors work flow, and evaluates the work of staff.
- Develops and presents new programs to Executive Leadership Team.
- Resolves personnel issues and problems; recommends and implements employee discipline. Identifies and implements training and teambuilding programs and operational processes to enhance the Department's morale and service delivery capabilities.
- Reviews data and reports submitted by staff which include, but are not limited to: field observations; customer complaints/concerns; driver performance, disciplinary actions; and other related topics.
- Analyzes, establishes and implements performance standards and benchmarks for transit services. Develops, monitors and adjusts performance goals, objectives and measures to ensure compliance with regulatory requirements, improve quality of on-street operations, and make training and development more effective within the organization.
- Interprets, applies and explains Memoranda of Understandings (MOUs) and department policies and procedures. Monitors compliance with applicable Federal, State and local laws and regulations governing public transit systems. Participates and assists in labor relations and negotiations processes.
- Ensures operator scheduling is in compliance with applicable operational provisions, rules and regulations.

The Gardena Community:

Located just 13 miles south of metropolitan Los Angeles in the South Bay area of Los Angeles County, Gardena is strategically located near the intersection of the Harbor (110), San Diego (405) and Gardena (91) Freeways. Gardena is a General Law City, incorporated in 1930, and operates under the Council-Manager form of government with five City Council Members elected at large. The City Clerk and City treasurer are also elected. Gardena encompasses 5.95 square miles with an ethnically diverse population of approximately 62,000. Gardena, the "All-America City," is a mixed residential and business community with City government that prides itself in providing a full range of quality services to the community.

Immigration Reform & Control Act of 1986:

In compliance, all new employees are required to provide documentation verifying identify and entitlement to work in the United States.

Provisions of this bulletin do constitute an expressed or implied contract.

Any provisions contained in this bulletin may be modified or revoked without notice.

Membership in the Gardena Management Employees' Organization is optional.

ESSENTIAL DUTIES (cont.)

- Responds to inquiries and escalated complaints and oversees the division's complaint resolution process. Assesses customer satisfaction with delivery of transit services. Monitors issues and trends to identify strategies to meet emerging needs.
- Prepares, oversees and administers the Division's budget. Performs financial and operating performance analysis to develop and recommend appropriate levels of staffing and funding and resolve operational problems and/or make changes in operational priorities.
- Assists with the administration, preparation and or writing of Standard Operating Procedures, RFP's, contract administration, applications for grants and subsidies, and personnel related matters.
- Makes recommendations concerning the establishment and/or expansion of bus services and assists in developing specifications for new equipment and facilities.
- Collaborates with the Transit Training and Safety Supervisor in the evaluation and the development of training standards for Bus Operators.
- Collaborates with City staff and departments in the analysis and revision of City ordinances and regulations related to transit services. Keeps abreast of new trends and innovations in the transit field.
- Interacts with other transit agencies, governmental agencies, community organizations and the public regarding transit service matters.
- Makes presentations to internal departments, outside agencies and community groups, as assigned.
- Directs and prioritizes transit planning staff activities to meet/exceed company standards. Ensures that the run cutting and scheduling process is efficient and productive and in adherence to MOU's.
- Maintains, prepares and presents a variety of verbal and written reports.
- Promotes and supports a positive and supportive labor relations atmosphere.
- May drive a bus in revenue service if/ when needed.
- Performs other related duties as assigned.



ORGANIZATIONAL RESPONSIBILITIES

The Transit Operations Manager reports to the Transit Operations Officer and exercises supervision over Transportation Route Supervisors, a Transit Planner/Scheduler and other subordinates in the Operations Division.

EDUCATION AND EXPERIENCE

Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration, Transportation Management or a closely related field.

Six (6) years of progressively responsible experience in transit operations, including supervisory and management experience. Proficiency in Microsoft Word and Excel. Additional recent, paid, related experience may substitute for the education requirement on a year for year basis. (One year of the additional required work experience is equal to successful completion of 30 semester or 45 quarter units).

Any combination of education and/or experience that demonstrates the skill level required to perform the duties of the position may qualify.

Must submit a copy of college level transcripts or diploma. Applicants who indicate receipt of college level coursework or degree from a foreign institution must provide United States credential equivalency verification along with a copy of your college diploma or transcripts.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of: principles, practices and methods of public administration and public transportation services; principles, practices and procedures of bus operations, extra board management and service scheduling; strategic planning principles and techniques; policy and procedural development and analysis; process improvement principles and techniques; advanced principles and methods of research, analysis and reporting; Federal, State and local laws, rules and regulations governing public transit systems; budget development and management; contract negotiations and administration; principles, practices and techniques of conflict management; effective supervisory and management techniques; principles and practices of employee relations; principles of leadership and personnel management; principles, practices and techniques of supervision and training; effective customer service techniques.

Abilities to: plan, manage, and coordinate the activities of a division; select, supervise, motivate, train and evaluate staff; develop, implement and evaluate policies and procedures; develop and implement innovative programs and projects; prepare and administer a division budget; interpret, apply and communicate municipal and department policies, and Federal, State and local laws, rules and regulations; prepare clear, concise and comprehensive administrative and financial reports; analyze problems, identify consequences, and develop sound solutions; communicate effectively, both orally and in writing; negotiate agreements and/or reach consensus; make oral presentations; establish and maintain effective and cooperative working relationships with a wide variety of individuals, City staff, outside agencies and the general public; provide effective customer service.

Skills in: Operational analysis; leadership, management and supervision; effective written and verbal communication; using a personal computer and applicable software applications.

SPECIAL CONDITIONS

Designated Management-level position;

Must file a Statement of Economic Interest (Form 700) with the City Clerk's Office;

Subject to background checks and verifications;

Must be able to pass a job-related medical exam that includes pre-employment drug and alcohol testing;

Designated safety sensitive position as defined by the Federal Department of Transportation (DOT), Federal Transit Administration (FTA);

Position requires random drug and alcohol testing as required by the DOT/FTA.



LICENSE

Must be able to obtain a valid Class B California Driver's License with Passenger and Airbrake Endorsement within 120 days of employment. **A current (within the past 30 days) H6 printout is required upon submission of Employment Application.**

PHYSICAL CONDITIONS

Work is performed indoors and occasionally outdoors in a busy work environment; frequent exposure to noise. Work will involve sitting, standing, walking, twisting (neck & waist) driving, listening, writing, grasping, holding, reaching and occasionally bending (neck & waist), squatting, kneeling, stretching, and lifting up to 30 pounds; will frequently use a computer keyboard, handheld radio and telephone. This position requires dealing with a large number of employees and the public. Must be available for all shifts; may be required to work nights, weekends, special events and/or holidays.

SUPPLEMENTAL QUESTIONS

Please limit your responses to one page per answer.

1. Describe your professional level experience in transit operations, including your experience in managing operations with around the clock shifts. Explain your role, level of responsibility, number and type of employees supervised and budget size.
2. Describe your experience in monitoring and enforcing employee compliance with regulations, rules, policies and procedures. Cite examples of each, explain how you handled the situation, and describe the outcome.

FILING, SELECTION & TESTING PROCESS

To apply, submit a letter of interest, along with a resume, a completed City of Gardena Employment Application, Proof of Bachelor's and/or Master's degree, Supplemental Questionnaire, **AND** H6 printout to the Human Resources Office; address listed below.

Applications submitted to any other office will be rejected unless otherwise directed. Incomplete or illegible applications will be rejected. No copies, FAX or email copies. We do not make copies of applications or certifications. Please come prepared with all applicable materials for submission. Postmarks are not accepted. All applications will be reviewed and only those that demonstrate the best combination of qualifications and experience in relation to the requirements of the position will be invited to participate in the examination process.

The examination may consist of a written exam, skill or practice test, and/or an oral interview. The examination process may be changed as deemed necessary by the City Human Resources Officer.

AN EQUAL OPPORTUNITY EMPLOYER

The City of Gardena does not discriminate on the basis of race, religion, color, national origin, ancestry, disability, marital status, age, sex or sexual orientation. The City of Gardena maintains and enforces a zero-tolerance policy relating to substance abuse and maintains a smoke-free workplace.

SUBMIT APPLICATIONS TO: CITY OF GARDENA—HUMAN RESOURCES OFFICE

1700 W. 162ND STREET, GARDENA, CA 90247

Human Resources Office: (310) 217-9688

www.cityofgardena.org

24 HR Job Hotline: (310) 217-9515



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