

OPERATIONS MANAGER (TRANSIT)

DISTINGUISHING FEATURES OF THE CLASS: This is professional and supervisory work of a complex nature involving the responsibility for the oversight, coordination, and enforcement of bus operations for the County's fixed-route public transportation system. Employees in this class may be required to work during times outside normal working hours. The work is performed under the general supervision of a higher-level administrator and supervision is provided to professional and technical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Oversees and coordinates the overall enforcement of the terms of the contract of the County's fixed-route public transportation bus operations, including but not limited to managing maintenance services and operations, resolving customer complaints, conducting field investigations, monitoring on-site bus operations, recommending service improvements and modifications, etc.;
- Supervises professional and technical staff engaged in the development, implementation, maintenance and promotion of the County's bus service and its transit system technology;
- Oversees the departments Public Transportation's transit system technologies, including the development, implementation, maintenance, and utilization of Rockland County's Intelligent Transportation System (I.T.S.) and projects;
- Coordinates the development of a transit marketing program designed to increase County fixed-route public transportation usage and revenue;
- Oversees the development and implementation of a public information program that serves to inform the public regarding Rockland's transit system and the value of mass transit through the use of printed bus schedules, bus shelter information, posters, and on-board signs, as well as digital content through web pages, social media and on-board video monitors;
- Oversees and manages the department's mandated Safety Management System program by developing the Public Transportation Agency Safety Plan, monitoring the safety compliance of all transit operators, and serves as the department's Chief Safety Officer;
- Oversees and manages the department's Public Transportation's mandated Transit Asset Management Program by developing the Transit Asset Management Plan, maintaining asset inventories, establishing asset performance measures and targets, conducting condition assessments, conducting inspections of vehicles, equipment and facilities of all transit operators;
- Prepares transit proposals and makes recommendations for the development and implementation of public transportation system programs, in compliance with federal and New York State regulations, and local policies and procedures;
- Develops, conducts and participates in emergency planning and transportation response activities;
- Prepares a variety of reports;
- Represents the department at public meetings, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of public transportation, as they apply to the County of Rockland public transportation system; good knowledge of the geography of Rockland County, surrounding counties and related transit systems; good knowledge of Rockland County public transportation system and services*; good knowledge of the principles of Fixed Route Intelligent Transportation Systems (ITS); ability to oversee and manage transportation related programs;

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ability to organize and coordinate projects as they relate to public transportation bus operations and maintenance; ability to establish and maintain cooperative relationships with others, including the general public; ability to communicate effectively, both orally and in writing; ability to understand and interpret written material, as it pertains to public transportation regulations and requirements; ability to supervise the work of others; ability to prepare reports.

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree or higher and four (4) years of professional or technical experience in public transportation bus operations or public transportation bus management, or
2. A Master's degree in Transportation Engineering, Transportation Planning, Transportation Management or comparable curriculum and two (2) years of professional or technical experience in public transportation bus operations or public transportation bus management.

NOTE: Additional years of experience may be substituted for the college degree on a year-for-year basis up to four (4) years.

SPECIAL REQUIREMENT: Possession of a valid Commercial Driver's License (CDL) which must be maintained throughout the course of employment in this title.

*To be demonstrated during the probationary period.