



JOB TITLE:	BUS OPERATIONS PROGRAM MANAGER	DIVISION:	BUS
REPORTS TO:	DIRECTOR OF BUSINESS OPERATIONS	EEO CATEGORY:	02 – PROFESSIONAL
FLSA:	EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN RAFAEL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under general direction of the Director of Business Operations, this position is responsible for managing, planning, and implementation of a variety of projects. Under the general supervision, acts as a liaison with union representatives on behalf of Bus Division management in matters of contract administration and proceedings, including assisting with collective bargaining issues. Works with leadership to determine business needs and collaborate with staff to ensure that projects are implemented in a timely manner. This position is also responsible for analyzing and interpreting data and preparing correspondence and reports with recommendations to management.

Essential Responsibilities

A. Operations Project Management

- Oversees and coordinates the work of assigned support staff and manages office workflow
- Performs research activities, when necessary, related to contract negotiations for the Bus Division.
- Conducts liaison activities between management and labor union representatives in order to identify and resolve disputes or contractual discrepancies.
- Analyzes texts of collective bargaining agreements to ensure clarity of language and intent, and may make recommendations to executive leadership for contract language revisions.
- Will serve as informational resource for union contract negotiations by conducting research and furnishing reference documents and statistical data to the management negotiating team.
- As directed, will assist in the resolution of unfair labor practice charges and arbitration cases.
- This position provides varied, complex, project-based analysis, coordination, and reporting for District projects.
- Work in a matrix organizational structure with projects and tasks assigned by the Deputy General Manager and Directors in the Bus Division.
- Continually identify opportunities to improve operational excellence, plan and execute changes to improve workflow for project execution.
- Work cross-functionally, with internal and external stakeholders, to inspire execution and ensure accountability for deliverables.



- Develop and maintain other programmatic activities, such as documentation, standard operating procedures and manuals for key classifications or programs in the Division. (Bus Operator Handbooks, SOPs, etc.)
 - Provide regular project updates and reports on project milestones including identified risks and any unexpected events impacting project schedule, budget, and resources (as needed).
 - Work within the project team on document control and version control including documenting and uploading of meeting minutes and updating additional project documents as needed.
 - Will serve as the delegate of authority in the absence of the Director of Business Operations
 - Knows and follows the safety and health rules and safe working practices applicable to his or her job
 - Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service
 - Performs additional related duties as assigned
- Regular and reliable attendance and performance are required

B. Operations Support

- Provides oversight to the Bus division's Accident Review Committee.
- Acts as District hearing officer for collision and operations grievance hearings.
- Prepares a variety of reports including staff reports necessary for board meetings and other materials related to business matters including applying comparative and best practices.
- Work with senior and mid-managers to review and analyze policies and procedures to determine efficiency and effectiveness.
- Propose reasonable conclusions, effective solutions, and potential options.
- Present report contents to departments.
- Examines current program operations and makes recommendations to management on efficiency and effectiveness improvements as well as implement the solution as assigned.
- Work with senior and frontline management to, coordinate, and monitor the administration of and follow-up on training opportunities.

Required Knowledge, Skills and Abilities

Knowledge of:

- District Policies and Labor Agreements (MOUs)
- Collision investigation practices and procedures
- FTA safety regulations, Federal Motor Carrier Safety Administration (FMCSA) statutes, California Code of Regulations (CCR) Title 13, and the California Vehicle Code (CVC) and any other law, regulation or rule related to the operation of public passenger carrying vehicles.
- Occupational health and safety rules and working practices applicable to this position.
- Project Management
- Contract process and government procurement rules



Skill in or Ability to:

- Interpret and present findings in a clear, concise oral and written form including the creation and use of tables, charts, and graphics to summarize results.
- Resolve labor/management contractual negotiation disputes.
- Scrutinizing text of contractual labor agreements.
- Use of the art of diplomacy and confidentiality with arbitrators, attorneys, County employees, County managerial personnel and union representatives.
- Conduct research functions for purposes of providing accurate documentation and statistical data for union contract negotiations.
- Coordinate multiple projects, organize workload, and meet critical deadlines.
- Build collaborative and trusted relationships with stakeholders as a resource for various projects.
- Contribute to a work environment that promotes effective, thoughtful communication between team members, the general public, and management.
- Cultivate and implement efficient entrepreneurial approaches to challenging issues.
- Independently organize own work, set priorities and meet critical deadlines
- Demonstrate excellent oral and written communication skills
- Identify problems and initiate creative problem solving techniques
- Prioritize and organize work schedules to meet the District's goals and objectives
- Use computerized record systems, Maximo, MS Office (Outlook, Excel) and effective use of web resources.

Minimum Qualifications

Education and/or Experience:

- A Bachelor's degree in Business, Finance, Public Administration, or in any related field. Qualifying experience may be substituted on a year-for-year basis in lieu of education. A written statement detailing qualifying experience must be submitted with the application.
- Requires a minimum of four years' recent full-time position related complex and confidential experience requiring the use of initiative and independent judgement. Experience must include a minimum of two years of operations related technical/administrative experience.
- Must be able to demonstrate proficiency using advanced word processing, spreadsheet and database software; prepare analysis, presentations, and spreadsheets using Excel. PowerPoint is desirable.
- Experience at an advanced level performing operations based analysis (financial, transit and personnel scheduling) and technical administrative responsibilities is desirable.
- Knowledge of transportation operations, technical and administrative functions, including budget, labor, and operations management is desirable.

Required License:

- Must possess and maintain a current, valid California driver's license and satisfactory driving record. No more than two (2) moving violations within the last 3 years. No DUIs or reckless driving infractions within the last 7 years. Operates District vehicles on a regular basis.



Physical Requirement:

Working inside and outside in all weather conditions. Work around fumes, odors and dust in an occasionally high noise level environment. Ability to access and inspect all above and below deck spaces and voids. Ability to travel to District facilities. Routine use of computer, telephone and other office equipment.