



Job Title	Transit Business Operations Administrator	FLSA Status	Exempt
Band	MGR	Probationary Period	12 Months
Zone	4	Job Code	13901

Class Specification – Transit Business Operations Administrator

Summary Statement:	
<p>The purpose of this position is to assist with leading, directing, managing, supervising, and coordinating the activities of the City's Transit Services Division in accordance with the direction of the Division Manager, the City's executive management team and in alignment with the needs and desires of the community. This is accomplished by receiving and interpreting direction from the Division Manager and implementing actions plans; aligning transit's mission and goals to efficiently provide public transportation service; ensuring the delivery of cost-effective transit service; developing and administering the annual operating budget; representing the City's interests with transit related community groups; and supervising and motivating the Transit's work groups including: administration, planning, finance, contracts, information systems, operations and dispatch, facilities, fleet, ride-sharing programs, and public relations.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % <small>(All below must add to 100%)</small>	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
30%	Provides continuous service improvements by developing plans for improvement and maintaining support services; reviewing requests for additional data support to identify impact on current and planned resources; maintaining internal processes for project management, evaluation, control and documentation; and coordinating the design and development of software and data acquisition to meet division needs.
20%	Oversees and participates in developing and negotiating contracts for transit fixed route bus operations, ADA para-transit, other specialized transportation services; and purchasing and maintaining vehicles. Manages the purchasing and maintenance of fixed and rolling stock assets. Ensures compliance of contracts and programs as required by Federal, State and local rules and regulations.
20%	Provides specialized, highly responsible and complex support to the Division Manager. Researches, conducts studies and otherwise keeps abreast of industry trends and innovations to provide recommendations for improvements and participates in developing division goals, priorities and policies.
15%	Oversees and participates in the development of the Transit's multiple budgets; forecasts funds needed for staffing, service contracts, system and facility capital



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	improvements, equipment, materials, and supplies; monitors and approves expenditures; and implements adjustments as necessary when appropriate.
15%	Selects, trains, motivates, and evaluates transit program personnel; sets division-level policies; and coordinates direction of multiple workgroups. Establishes, ensures implementation of, and monitors the progress of work plans, programs, and activities.

Competencies Required:

Human Collaboration Skills: Communications are highly sophisticated and involve final decisions or recommendations regarding policy development and implementation. Interaction with others outside the organization requires exercising participative management skills that support team efforts and quality processes.

Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Math: Intermediate – Ability to deal with a system of real numbers, and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Advanced – Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Technical Skills Required:

Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor’s degree from an accredited college or university with major coursework in transportation planning, public administration, or a related field.

Experience: Five years of full-time responsible experience in public transportation planning, transit programs, or a related field, including three years of administrative and/or supervisory experience.



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Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.	
Certifications required in accordance with standards established by departmental policy.	

Supervision Exercised:
Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decision on hiring and disciplinary actions, evaluating program/ work objectives and effectiveness, and realigning work and staffing assignments, as needed.
Supervision Received:
Receives Administrative Direction: The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

Fiscal Responsibility:
This job title reviews and approves expenditures of significant budgeted funds or does research and prepares recommendations for organization-wide budget expenditures. Is authorized to approve fiscal/budgeted expenditures up to the amount that requires the approval of Senior Management.

Physical Demands:
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never



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Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: May 2019