



**HUMAN RESOURCES DEPARTMENT
Santa Cruz METRO**

*Class Code: 3125-OA58
FLSA Status: Exempt*

**Assistant Operations Manager – Paratransit Department
Bargaining Unit: Management**

DEFINITION:

Under general direction of the Operations Manager – Paratransit Department, the Assistant Operations Manager – Paratransit Department plans, organizes, and manages delivery of Santa Cruz METRO's fixed route and ParaCruz service. Ensures Santa Cruz METRO Operations employees meet system performance and customer service standards and comply with related internal policies and procedures, federal and state law; performs related duties as assigned. May be assigned to the Fixed Route Division.

DISTINGUISHING CHARACTERISTICS:

This position requires knowledge of the operation and dispatch of paratransit including the monitoring, controlling, and scheduling of paratransit operators and department staff. This position is distinguished from the Operations Manager - Paratransit Department in that the Assistant Operations Manager – Paratransit Department exercises independent judgment in the performance of a variety of professional, complex and difficult management duties and has overall departmental responsibilities under the direction of the Operations Manager – Paratransit Department and the Chief Operations Officer.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Oversees staff to ensure and maintain a high performance and staff conformance with Federal, State and Local laws and regulations; Santa Cruz METRO rules and regulations, including the Drug and Alcohol Testing Policy, as well provisions of labor contracts and agreements.
- Communicates with employees in the field to provide advice and assistance on how to handle difficult, sensitive, or potentially dangerous situations as they arise.
- Communicates effectively and respectfully with people from different racial, ethnic, cultural groups, physical and intellectual abilities, lifestyle choices and ages; is sensitive to the needs of clients.
- Participates in establishing operational plans and initiatives to meet department goals and objectives.
- Participates in developing and monitoring performance against the annual departmental budget.
- Participates in the development, implementation, and review of rules and regulations that further Santa Cruz METRO's goal of delivering exceptional public transportation service to Santa Cruz County.
- Participates in the resolution of employee concerns and grievances; makes standard interpretations of labor contract provisions to supervisors and/or staff.
- Evaluates employee attendance, performance, and other issues; makes recommendations on discipline as required.
- Participates in the selection and training of Operations staff.



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

- Prepares and maintains department records and reports, including payroll, attendance, and system performance statistics; assists in determining staffing needs.
- May represent Santa Cruz METRO in court appearances as needed.
- Prepares and presents reports at internal and external meetings as well as oral responses to questions from the public.
- May monitor in-field operations and communicates with maintenance and other departments as needed.
- May operate Santa Cruz METRO equipment for the purpose of operator training or in emergency situations.
- Under the direction of the Safety, Security and Risk Director, conducts safety training and licensing audits for Paratransit contractors; trains employees of proper ADA transit techniques and procedures.
- Performs other duties as assigned.
- Perform as a hands on “working” Manager.
- Supervises, trains, and evaluates personnel.
- Reviews and approves disciplinary actions recommended by supervisory personnel, reports and data prepared by supervisory personnel; reviews and approves Agency accident reports.
- Serves as first level hearing officer for disciplinary hearing.
- May coordinate special bus services with outside agencies.
- Performs short and midterm planning for department including forecasting manpower;
- Attends meetings as assigned; may represent the Agency in court appearances as necessary.
- May assist in preparation of labor contract negotiations.

EMPLOYMENT STANDARDS:

Knowledge of:

- Federal, state and local laws and regulations pertaining to transit operations.
- Principles and practices of transit bus operations.
- Principles and practices of bus operator scheduling.
- Working knowledge of standard office software (e.g., Microsoft Office) systems.
- Grievance procedures, conflict resolution procedures, and labor relations.
- Transit scheduling software (i.e. Trapeze).

Ability to:

- Work independently.
- Effectively motivate, train and evaluate the performance of staff.
- Communicate effectively in oral and written form to complete paperwork, and effectively communicate with the majority of clients, employees, and the public.
- Assess and monitor budgets and departmental performance.
- Establish and maintain an effective working relationship with employees, customers and the public.



**HUMAN RESOURCES DEPARTMENT
Santa Cruz METRO**

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

Two (2) years college level course work from an accredited college in management, business or public administration, transportation, or a closely related field.

AND

Four (4) years of progressively responsible professional experience in transportation administration experience, including at least two (2) years of responsible supervisory and managerial experience, preferably in a public agency.

Experience in the following areas is preferable:

- Experience managing an ADA complementary paratransit operation service, either publicly operated or privately operated.
- Experience managing contracts in a public transit setting.
- Experience interacting with the public, boards, and advisory committees.
- Experience developing and managing a budget for operation of a relevant service or program.
- Training in paratransit management, passenger assistance techniques, paratransit scheduling software, and management.

Familiarity with transit agency or transportation system activities and functions is highly desirable. Experience in a large public organization is preferred.

LICENSES AND CERTIFICATES:

A valid Class B driver license with Passenger Endorsement and safe driving record is required at the time of application. A valid Class B State driver license with passenger Endorsement is required at the time of appointment and must be maintained throughout employment.

SPECIAL REQUIREMENTS:

- Required to be able to respond to emergency situations seven days per week, 24 hours per day.
- Must maintain strictest confidentiality.
- Must participate in professional development activities.
- Requires occasional travel.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking,



**HUMAN RESOURCES DEPARTMENT
Santa Cruz METRO**

overhead reaching and lifting up to 50 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

Work Environment:

The employee works in an office environment where the noise level is usually quiet. May work out in the field when needed. May require availability to work a flexible schedule.

OTHER CONDITIONS OF EMPLOYMENT:

Must pass requisite background check.

*Adopted: November 2017

*BOD Approved: 01-26-18

*Revised: 00-00-00

*Job Family: Professional – Operations Paratransit