**Class Summary**

The responsibilities of this classification include assisting the Transit Operations Manager with ensuring consistency in business management and labor contract administration at transit’s multiple operating bases.

**Distinguishing Characteristics**

This is a single-level classification. The incumbent will ensure consistency among Transit locations in administration of policies, procedures and labor agreements; performance measures; and oversee employee communications and special projects. Work includes performing the full range of supervisory duties over base supervisors and other assigned staff.

**Examples of Duties**

1. Ensure consistent application of labor agreements, policies and procedures among all operating bases. Meet with supervisors to discuss consistent administration, solicit ideas, and update policies and procedures as necessary. Negotiate smooth implementation of policies and procedures with labor unions.
2. Supervise base chiefs, supervisors and other assigned staff. Set direction, expectations and performance measures. Monitor and evaluate performance.
3. Track performance measures, review with supervisors, and enforce accountability for agreed actions to meet/exceed targets.
4. Assist in the preparation for legal claims including ADA/EEO claims, lawsuits and labor arbitrations. Participate in grievance hearings.
5. Identify safety and training needs/issues and programs to address; use safety data to identify and set performance targets.
6. Coordinate employee communications materials and oversee production and distribution. Ensure accuracy of information and consistency with labor agreements and existing policies.
7. Participate in oversight of technology projects to ensure business needs are met. Serve on committees, review documents, communicate Operations issues and concerns, and provide information.
8. Oversee projects assigned to the Project Coordinator that impact Operations; represent Operations issues in department and division wide projects.
9. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of transit operations and business practices, policies and procedures; labor agreements; technology; communications; and service quality techniques and principles

Knowledge of local, state and federal laws related to transit, including the Americans with Disabilities Act, Family and Medical Leave Act, and drug testing and commercial drivers’ licensing laws and regulations

Knowledge of workforce planning, budget process, project management, labor relations/contract interpretation and staff planning.

Knowledge of human resources management, supervision techniques and principles, and federal, state and local laws related to employment, civil rights and affirmative action

Knowledge of the principles, practices and techniques of labor relations, including interest-based or collaborative negotiations with unions, and handling grievances and arbitration

Knowledge of policy development and analysis techniques

Knowledge of contract administration practices, policies, and procedures

Skills in verbal and written communications, persuasive presentations and facilitation

Skill in negotiation and working collaboratively with labor unions

Skill in customer service

Skill in effective decision-making and team consensus-building

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to develop effective working relationships with other sections, clients, and labor partners

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Bachelor’s degree in Business or Public Administration and experience in the transportation field (operations or administration) including at least two years of experience in a supervisory capacity

OR any combination of education and experience that clearly demonstrates the ability to perform the job duties of the classification

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | None |
| **Class History** | 03/2008 – Created  11/2016 – Updated |