

## Job Class Specification

Title:	Supervisor, Contracted Transit Services
Job Code:	811000
Bargaining Unit(s)/Grade:	Management Association (MANA), Grade 10
FLSA Status:	Exempt
Safety Sensitive:	No
Competency Model:	TBD
Career Family:	TBD

### **Summary**

Responsible for the implementation of private contractor program initiatives, coordination efforts with Metro Transit staff and Opt-Out programs in development of service plans, fare collection issues, ridership reporting and route performance evaluation. Provides supervision and coordination of work efforts of project administrator staff. Assists with development of competitive contracting strategies and oversight of contractor compliance.

### **Impact on Service/Operations**

The position has direct impact on developing strategies and creative solutions for service delivery that balances Council's resources with customer expectations. Position assures equitable allocation of available resources to provide quality, reliable, privately operated transit services. Budget management responsibilities of \$14 million. Proper performance will improve contractor compliance, improve service delivery and maximize the Council's resources as a whole.

### **Essential Responsibilities**\*

In addition to regular attendance, the following responsibilities are typical of the duties performed by incumbents in this job class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the position.

- Provides policy and procedural direction to staff on implementation of private contract programs ensuring consistent and accurate information is provided to transit providers, transit customers, Council members and advisory committees. Negotiates with private contract providers and Opt-Outs to ensure to accomplish the Council's objectives and long term goals.
- Provides leadership, guidance and day to day work direction to staff. Coaches and motivates staff to develop their skills and abilities.
- Serves as a liaison to Opt-Out program staff and Metro transit staff in the development of future sector studies, redesign efforts, general service planning and Park & Ride issues. Serves as liaison to Transit Provider Advisory Committee (TPAC).
- Works with Systems Integration Analyst to optimize the utilization of technology in meeting the business needs of MTS. Works with Metro Transit staff to eliminate duplication of efforts and to maximize the effectiveness of resources within the Council.
- Manages the fare collection policy, procedures, data collection efforts for opt-out and contracted providers and integrates with Metro Transit' database. Leads development of the annual document presented to the Council seeking authorization of contract values for 19 transit programs. Manages the collection and reporting National Transit Data (NTD) base information to the Federal Transit Administration (FTA).
- Oversees (in partnership with HR Occupational Health Unit) the administration of the FTA mandated Drug and Alcohol program associated with contracted providers and opt-outs.
- Works with manager, Fleet Management program to coordinate the procurement of regional fleet vehicles and the deployment of vehicles for contracted transit services . Works with the manager to develop and implement contract language that defines proper routine maintenance schedules and records/documentation for all regional fleet vehicles.

- Assists in the development of competitive procurement strategies and development of an annual budget.
- Assures compliance with all Federal, State and Council requirements at the time of procurement,
- Supervisory Responsibilities: Direct supervisory responsibility for project administrator staff (5-6 direct reports) and directs and coordinates program activities, and exercises direction over contractors, consultants or staff that are responsible for specific functions or phases of program
- Other duties assigned or apparent.

### **Qualifications**

Education	Bachelor's degree in accounting, business administration, finance, transportation planning or a related area.
Experience	Minimum of five years of experience in functional area of responsibility that demonstrates program management, long term planning, capital and budget management. Additional position related professional experience may be substituted for the college education on a year for year basis.
License Requirements	None.

### Knowledge, Skills and Abilities Required:

Technical	Knowledge of general transit operating practices, Federal and State regulations as they pertain to public transit. Knowledge of transit vehicles, fare collection systems, service planning, reporting requirements and competitive procurement processes. Knowledge of accounting principles and reporting requirements.
Computer	Intermediate skills with Microsoft Office Suite (Word, Excel, PowerPoint).
Language	Level 4. : Ability to read, analyze and interpret professional journals, technical procedures and government regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of customers or clients
Math	Level 4. Ability to interpret and apply mathematics and statistical methods and procedures gained through professional educational training
Human Relations	Level 2. Requires the skill and persuasion in dealings with others both inside and outside of the department. Interactions with others generally require influencing, instructing and negotiating with individuals to gain their understanding, cooperation and action. Interactions may involve efforts to persuade and negotiate with other representatives or officials outside of the organization, but does not have the authority to act on behalf of the organization in matters where there are legitimate differences of opinion. Promotes an equitable, positive and respectful work environment that values cultural and diversity among all employees.

### **Work Environment**

Work is performed in a standard office setting. Some positions may require travel between primary work site to other sites.

### **Physical Requirements**

Regularly required to sit for long periods, stand/walk occasionally, speak, hear normal conversation and telephone ring tones, operate a computer and other office equipment, reach with hands/arms frequently below chest height and occasionally overhead, must occasionally lift/carry/push/pull up to 10 pounds, must have adequate close vision for reading and computer work.

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\* The job responsibilities listed are typical of the positions included in the job classification; however, not all duties are necessarily performed by each specific position.

Revision History: created 7/06