



CITY OF FAIRFIELD
invites applications for the position of:

Operations Manager - Transit

An Equal Opportunity Employer

SALARY: \$46.78 - \$56.87 Hourly
\$3,742.64 - \$4,549.20 Biweekly
\$8,109.05 - \$9,856.60 Monthly
\$97,308.64 - \$118,279.20 Annually

OPENING DATE: 07/25/19

CLOSING DATE: Continuous

DESCRIPTION:

To work in the Transportation Division (Transit Operations) of the Public Works Department and to perform a wide variety of responsible professional work associated with the City's Public Transit Programs. This will include monitoring customer service operations, leading a team of technicians and planners, and ensuring properly trained staffing. **This is an open and continuous recruitment and may close without notice, at any time, once a sufficient number of applications have been received.**

[Why the City of Fairfield is a great place to work!](#)

An excellent benefits package is offered, including:

- Scheduled salary increase of 4% effective July 2020
- CalPERS pension eligibility (2.5% @55 for classic members or 2% @ 62 for new PERS members)
- Generous contributions to medical, dental, and vision plans
- 144.86 hours of personal leave annually, which is 100% cashable, plus vacation and sick leave
- City paid retirement health savings contributions and life insurance
- 8.24% City paid deferred compensation contribution (mandatory employee contribution is 4.10%)
- A 9/80 work schedule

WORKING CONDITIONS

Work is performed in an office setting with frequent interruptions, deadlines, complaints, and peak workload periods. Work may also be required in the field, such as reviewing bus stops, bus routes, and accident sites. Position may require working nights and weekends, depending upon workload.

PHYSICAL DEMANDS

Work may include prolonged sitting and standing, as well as light to moderate lifting, reaching, stooping, pulling and manual dexterity. Clear understandable speech, visual and hearing acuity are also required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction and supervision from the Transportation Manager and/or Director Public Works. Exercises direct supervision over professional, supervisory, technical, clerical, and contract personnel.

MINIMUM QUALIFICATIONS:**Experience:**

Five (5) years of responsible supervisory and administrative experience in performing analytical and administrative duties in the area of program management, preferably in transit operations and/or transit planning, is required.

Education:

A Bachelor's degree from an accredited college or university with major course work in transportation planning, business or public administration, or a related field is required.

LICENSE AND/OR CERTIFICATE

Possession of a valid Class C California Driver's License is required.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

Lead a team of technicians and planners to ensure FAST and SolanoExpress operations providers perform their contract-required duties and contract compliance, and deliver exceptional results.

These include fixed-route operations, ADA Dial-A-Ride operations, and commuter SolanoExpress service each under contract with the City.

Monitor the distribution of service and program information at the Fairfield Transportation Center, Fairfield-Vacaville Train Station, and third-party sales sites and assist in planning, formulating and developing service policies and procedure; ensuring delivery of excellent service and customer satisfaction.

Work as a team member with Public Works, Fleet Management Division and operations contractor in ensuring that fleet vehicles are available for service delivery, and monitoring the contracted responsibilities of fleet management including fueling and cleanliness of fleet vehicles.

Ensure staff is trained properly, have the tools necessary to perform their duties, follow City of Fairfield guidelines and policies, perform the job satisfactorily, and provide feedback on a regular basis.

Assist in accident/incident investigation, including participation in conference calls and any needed onsite assistance and support to safety and security personnel.

Monitor contractor adherence to FTA, Caltrans, TSA and NTSB policies and regulations, and all other applicable Federal, State, and Local laws, policies, and regulations.

Manage and maintain an effective working partnership with contractor Bus Operations so their activities deliver outputs required for performance of service delivery.

Support the department in the development, negotiation, administration and review of operating

and other agreements with local, regional, State, and Federal entities.

Coordinate services with neighboring service providers, private transit providers, the Solano Transportation Authority, and Caltrans for current service and development of new services.

Ensure effective, safe performance and assure conformance with operating rules, orders, recommendations and requirements for service operations.

Manage staff through daily contacts and assignments and follow-up.

Conduct analysis of FAST and SolanoExpress operations and prepare monthly reports on services provided.

Plan, budget and provide project management of capital rehabilitation projects, technological upgrades, passenger information, and other special projects as directed.

Manage and maintain the City customer and community outreach programs.

Ensure that service information is readily available and up to date through various forms of media including customer website, third-party social media outlets, and printed materials.

Perform related duties as assigned.

KNOWLEDGE & ABILITIES:

Knowledge of:

Operational characteristics, services, and activities of a municipal transit program.

Principles and practices of transit planning.

Public/private transportation issues.

Regional and state transportation agencies.

Principles of budget preparation and control.

Data collection and reporting procedures.

Pertinent federal, state, and local laws, codes, and regulations.

Basic methods of research, program analysis, and report preparation.

Basic methods of program development.

Proper English usage, spelling, grammar, and punctuation.

Modern office procedures, including the use of computer hardware and software, including spreadsheet applications.

Ability to:

Strong communication skills including the ability to express ideas and information clearly (verbally and in writing), write performance evaluations, memos and Standard Operating Procedures (SOP's) and the ability to make verbal presentation to boards and committees.

Perform responsible and professional administrative work involving use of independent judgment

and personal initiative.

Understanding of investigatory skills (Root Cause Analysis).

Prepare and maintain accurate and complete records.

Understanding of business improvement processes.

Experience and competence in Operational Management.

Experience with FTA operations compliance.

Leadership and staff motivational skills.

Effective organizational, analytical and confidentiality skills.

Plan, implement and manage multiple projects with staff delegation as necessary.

Budget development and management skills.

Excellent communication, customer service and conflict resolution skills.

Establish and maintain effective working relationships with those contacted in the course of work.

Proficient negotiation skills.

Analyze data and prepare reports and action plans.

Understand and carry out complex oral and written instructions.

Interact professionally and maintain effective working relationships with superiors, coworkers, government officials, other local, regional, State and Federal government officials, and the public.

Ability to work with a personal computer in a Windows environment. Must be proficient in Word, Excel, and PowerPoint and database programming / management skills. Experience with headsign management software, automatic vehicle location/GPS systems, data management and transit-scheduling software is a plus.

THE SELECTION PROCESS:

Based on the information provided in the application documents, the best-qualified applicants will be invited for further examination. All applicants meeting the minimum qualifications are not guaranteed advancement through any subsequent phase of the examination. Depending upon the number of applications received, the examination may consist of an application screening, written and/or practical exam, oral interview, or any combination. This position requires a local records check, and response to a medical questionnaire prior to appointment. A pre-employment medical exam may also be required.

EQUAL OPPORTUNITY EMPLOYER

OUR OFFICE IS LOCATED AT:
1000 Webster Street
Fairfield, CA 94533
707-428-7394

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Operations Manager - Transit Supplemental Questionnaire

- * 1. Do you have a valid driver's license?
 Yes No

- * 2. Which best describes your highest level of education?
 High School Diploma or GED
 Some College
 Associate's Degree
 Bachelor's Degree or higher

- * 3. How many years of supervisory experience do you have?
 I have no supervisory experience
 Less than 1 year
 1 year to less than 3 years
 3 years to less than 5 years
 5 years or more

- * 4. What is your experience with managing transit operations and contracts?

- * 5. What is your experience with route and service planning?

- * 6. What is your experience with implementing route and service changes?

- * 7. What technologies have you used to monitor and manage transit operations?

- * Required Question