

**SACRAMENTO REGIONAL TRANSIT DISTRICT
invites applications for the position of:**



Assistant Paratransit Operations Manager

SALARY:	\$83,796.00 - \$117,324.00 Annually
DEPARTMENT:	Paratransit Operations (SacRT GO)
OPENING DATE:	09/23/21
CLOSING DATE:	10/13/21 11:59 PM
RECRUITMENT TYPE:	Internal/External
DESCRIPTION:	

OFFICIAL DMV PRINTOUT IS REQUIRED AT THE TIME OF APPLICATION

Only official DMV printouts issued by the Department of Motor Vehicles are acceptable. As a result of the current COVID-19 State of Emergency, SacRT will accept online DMV printouts until further notice.

The purpose of this position is to manage and provide oversight and direction for one or more functional areas of the ADA paratransit service line and facilities. This is accomplished by monitoring the daily activities of the assigned functional area(s), resolving customer and employee issues, implementing performance measures and producing reports, tracking department stats and performance, rendered to ADA eligible clients. Incumbents in this position assist and serve as back-up to the Paratransit Operations Manager.

EXAMPLES OF DUTIES:

This is a general listing of job functions and does not represent a complete listing of the positions responsibilities.

- Directs the daily activities one or more of the functional areas in the ADA paratransit service line and facilities.
- Monitors employees assigned for proper telephone etiquette, which includes following proper protocols and providing excellent customer service.
- Manages the supervision, staffing and training of employees.
- Keeps staff current on changes to ADA rules and regulations.
- Analyzes scheduling problems and develop solutions.
- Monitors routes as necessary and coordinates with other departments to ensure a high level of customer satisfaction.
- Investigates and prepares responses to customer complaints.
- Takes corrective actions to ensure quality customer service.
- Assists in coordinating Paratransit Public Relations activities.
- Ensures that service is provided according to FTA guidelines.
- Calculates performance metrics based on reporting data.
- Assists with validating and compiling monthly reports.
- Resolves employee issues and grievances.

- Monitors staff performance, review workloads and conduct Employee Performance Evaluations.
- Enforces Sacramento Regional Transit District's (SacRT) policies, procedures, rules, and regulations.

MINIMUM QUALIFICATIONS:

A combination of education and/or experience that provides the required knowledge, skills and abilities to perform the essential functions of the position. SacRT reserves the right to determine the equivalences of education and experience.

Education: Bachelor's degree.

Experience: A minimum of four (4) years of progressively responsible management and administrative experience providing reservation, scheduling and/or customer service oversight in a transit agency designed to assist persons with disabilities, including two (2) years of supervisory experience.

Licenses and Certifications: Must possess a valid Driver's License at the time of application and have the ability to obtain and maintain a CA Class C driver's license.

Candidates must submit a DMV printout, dated September 23, 2021 or thereafter, at time of application, in order to be considered. Only official DMV printouts issued by the Department of Motor Vehicles are acceptable. As a result of the current COVID-19 State of Emergency, SacRT will accept online DMV printouts until further notice.

Proof of required education beyond high school, such as college transcripts, diplomas, and/or certificates must be submitted at the time of application, if not substituting experience for the education requirement.

FILING INSTRUCTIONS/SUPPLEMENTAL INFORMATION:

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other examination segments of the selection process. An employment application is required for this position. Applications, job announcements, and copies of the complete job description are available at our website at www.sacrt.com.

Completed employment application, DMV printout and proof of education, as outlined above, must be submitted online no later than Wednesday, October 13, 2021 at 11:59 p.m. SacRT will not process incomplete applications. Resumes are not accepted in lieu of an application, but may be included with the application. For more information on benefits, a summary sheet is available from the Human Resources Department. The Human Resources Department will make reasonable efforts in the recruitment process to accommodate candidates with disabilities. For more information, contact the Human Resources Department at (916) 556-0298.

SacRT has a stand alone pension plan which is not part of, nor does it have reciprocity with CalPERS.

SacRT is an Equal Opportunity and Affirmative Action EOE/AA Employer - Minorities/Women/Disabled/Veterans.

This position falls under Management and Confidential Employee Group (MCEG).

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.sacrt.com/Career/>

Position #2021-00528IE
ASSISTANT PARATRANSIT OPERATIONS MANAGER
YH

2810 O Street
Sacramento, CA 95816
(916) 556-0298

Assistant Paratransit Operations Manager Supplemental Questionnaire

- * 1. Describe, in detail, your management and administrative experience providing reservation, scheduling and/or customer service oversight in a transit agency designed to assist persons with disabilities. In your response, include the employer and number of years/months you performed the function.

- * 2. Describe, in detail, your experience and specific responsibilities administering collective bargaining unit contracts and managing in a union environment. In your response, please include the employer and number of years/months you performed the function.

- * 3. Describe, in detail, your supervisory experience, including details of the oversight you provided. In your response, include the employer and number of years/months you performed the function.

- * Required Question