



JOB TITLE:	<b>OPERATIONS CONTROL CENTER MANAGER</b>	DIVISION:	<b>BUS</b>
REPORTS TO:	<b>DIRECTOR OF TRANSPORTATION</b>	EEO CATEGORY:	<b>02 – PROFESSIONAL</b>
FLSA:	<b>EXEMPT</b>	SAFETY-SENSITIVE:	<b>YES</b>
CLASSIFICATION:	<b>NON-REPRESENTED</b>	LOCATION:	<b>SAN RAFAEL</b>

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **Position Summary**

The Operations Control Center (OCC) Manager oversees day-to-day transit functions, which involve the dispatching of bus operators, vehicles and other bus operations and maintenance staff as required for delivering on-street service for Golden Gate Transit. This includes directing the Radio Communications and Dispatch offices that compose the Operations Control Center. This position will oversee the movement of revenue and non-revenue vehicles; enforce work rules, policies and procedures for the Transportation Unit of the Transit Operations Department; conduct disciplinary hearings relative to rules infractions as required, and; develop informational memorandums and operating bulletins regarding rules, regulations, procedures, and special operating requirements. This position ensures that there are sufficient bus operators and vehicles to maximize the delivery of scheduled bus service. By operating as a team leader, the OCC Manager provides direction to dispatchers on service improvements and the elimination of accident hazards and other safety/customer service obstacles, adjustments to schedules for improved service, and investigation and resolution of public-facing issues in a timely manner, as well as supports customer service programs to help deliver a high standard of service. Oversees scheduling of dispatchers and day-to-day staffing and administrative requirements with applicable collective bargaining agreement requirements in mind.

### **Essential Responsibilities**

- Manage and schedule dispatch staff in the Transportation Unit of the Bus Division’s Transit Operations Department
- Motivate and build a team atmosphere and work environment and actively develop and mentor and coach team members
- Ensure that all staff are properly trained and knowledgeable on job duties and expectations to protect operational stability
- Research and establish best practices regarding computer aided dispatching and staffing requirements
- Establish key performance indicators (KPI’s) for staff for the purpose of service delivery and work performance and accountability
- Maintain a strong understanding at all times of applicable collective bargaining agreements (CBAs) for scheduling, dispatching, and/or directing Transportation Unit employees and their activities as appropriate



- Conduct disciplinary hearings related to Bus Operator infractions, attendance issues, collective bargaining agreement violations, as well as first level accident hearings and related duties when required
- Represent the District in arbitration hearings or in other labor/union related business as required
- Lead technology projects and activities for the Dispatching unit
- Serve as lead trainer on technology and equipment utilized by dispatchers and staff supporting dispatching activities
- Monitor transit system route schedules for operating inefficiencies and assist with developing solutions for service improvements
- Perform weekly reviews of route performance, as well as assign staff and/or work collaboratively with appropriate personnel to investigate negative trends
- Produce timely and accurate data and reports as required related to dispatching, system performance, manpower or other business issues
- Ensure that transit system data or information are entered into the appropriate databases and reports in a timely and accurate manner
- Review facility checks of outer division locations and work with appropriate individuals to address any issues, including needed facility improvements, work tools, supplies, and equipment
- Ensure that employees under his or her supervision follow established safe work practices and obey all safety rules
- Know and follow the safety and health rules and safe working practices applicable to his or her job
- Provide guidance and direction on safety practices and policies, as well as emergency procedures to bus operators and other operations staff as necessary
- Establish and maintain effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service
- Communicate clearly, effectively and with respect towards others orally and in writing
- Perform additional, related duties as assigned
- Regular and reliable attendance and performance are required

## Required Knowledge, Skills and Abilities

**Knowledge of:** Operating policies, rules and regulations, transit routes, equipment and schedules. Urban and suburban transit operations. Labor relations, including labor agreement/contract administration. Modern principles of supervision and training. Organization and management techniques. District policies and labor agreement (MOU) provisions. ACIS, HASTUS, MS Word, MS Excel, MS PowerPoint, and other applicable video and/or radio surveillance systems. Occupational health and safety rules and working practices applicable to this position.

**Skills or Ability to:** Communicate, motivate, and support front line staff in a positive and constructive manner. Demonstrate excellent interpersonal skills. Multi-task in a fast-paced environment with many priorities and interruptions. Motivate employees to work cooperatively and conscientiously in activities directly involved in contact with the public. Interpret and enforce District policies and labor agreement (MOU) provisions. Perform computerized data entry and basic business office technology functions such as email, spreadsheet lists, and wordprocessing. Schedule and direct Transportation Unit employees using the District's designated scheduling software. Develop and provide accurate system performance and/or other business-related reports using business intelligence tools and data, safety/security systems, and other advanced technology.



## Minimum Qualifications

### Education and /or Experience:

- Bachelor’s degree in Public Administration, Business Administration, Transportation or a related field or related experience. Additional recent position-related experience may be substituted on a year-for-year basis in lieu of education. **Applicants who do not possess a degree must attach a statement supporting additional recent position related experience.**
- Five years of full-time position (transit-related) experience in transit operations, dispatch and street operations; labor relations and contract interpretation or any combination of the above
- Minimum of 5 years of supervisory experience is preferred.
- Must have intermediate and proficient computer skills, including, but not limited to, Word, Excel, and PowerPoint.

**Required License:** Must possess and maintain a current, valid California driver's license and satisfactory driving record. A valid Class B California driver’s license and other certifications/endorsements/requirements for transporting passengers is highly desirable

**Physical Requirement:** 24-hour on-call position which requires ability to work beyond standard office hours to attend evening and weekend meetings, meet with employees working swing and graveyard shifts and respond to emergencies.

Designated District Emergency Services Worker. Will be required to work as an Operations member of the District’s Emergency Operations Center (EOC) and/or the Bus Division’s Emergency Response Team as necessary during natural or man-made disasters.