



DIRECTOR OF OPERATIONS AND MAINTENANCE

Department: Operations and Maintenance
Reports to: Executive Director

Classification: Exempt

Date Approved/Modified: 2/2/2012

JOB SCOPE

Under general supervision, provides leadership by managing and coordinating the activities of AVTA's functions related to facilities maintenance, grounds maintenance, and fleet operations. Monitors transit service providers and assists with the day-to-day operations of the Authority with an emphasis on providing outstanding customer service.

ESSENTIAL JOB FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. If possible, reasonable accommodations may be made to enable individual with disabilities to perform the essential tasks of this position.

- Ensures that all transit operations and maintenance activities are carried out in compliance with local, state, and federal regulations and laws governing business operations.
- Monitors service provider performance and enforces contract provisions reflecting AVTA standards such as on-time performance, safety, customer service and other contract requirements.
- Manages procurement activities for revenue and non-revenue vehicles, parts and supplies, and other equipment in strict accordance with purchasing policies and federal requirements as applicable.
- Develops and monitors annual budget for the operations and maintenance functions.
- Develops presentations and/or written notices for the public, policymakers and the Board of Directors.
- Creates the structure and processes necessary to manage the Authority's current activities relative to assigned functions.
- Develops and implements procedures and controls to promote communication and adequate information flow within the agency.
- Evaluates the results of overall maintenance and operations data regularly and reports these results to the Executive Director and the Board of Directors.
- Ensures that the responsibilities, authorities, and accountability of all direct subordinates are defined and understood.
- Carries out supervisory responsibilities for the maintenance function in accordance with AVTA policies, procedures and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Develops, manages, and communicates safety programs to all employees.
- Analyzes, develops, coordinates, and implements special projects.
- Performs related duties as assigned.

QUALIFICATIONS

Any combination of experience and training that provides the required education, experience required to perform in this position is considered.

Education: Bachelor's Degree from an accredited college or university.

Experience: Five years of increasingly responsible supervisory-level in facilities and fleet management, with at least two years experience in direct supervision of subordinates.

Special Skills, Abilities and Certifications:

- Thorough understanding of public transit and paratransit best practices for maintenance, operations, and services
- Supervisory and management methods and techniques
- Basic ability to interpret accounting controls and practices
- Research, analysis, and report preparation methods and techniques

Computer Skills: To perform this job successfully, an individual should have knowledge of general Management Information Systems, accounting software; internet software; spreadsheet software and word processing software.

Certifications: Possession of a valid California driver's license to allow driving to and from locations with which the Authority conducts business. Class B Drivers License is desirable.

CORE COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Provides and solicits feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports team efforts to succeed.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation – Effectively delegates work assignments, matching responsibility to individual abilities; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and

external); Fosters quality focus in others; Improves processes, products and services; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves Authority's resources.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds Authority's values.

Strategic Thinking - Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Sets positive example by using equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions; responds to Executive Director and Board of Directors; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform in the position.

While performing the duties of this position, the employee is regularly required to sit and talk or hear. The employee is frequently required to walk. The employee is occasionally required to stand.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

Office is located in administration building.

ACKNOWLEDGEMENT:

I acknowledge that I have read this job description and commit to advising my superior of any changes necessary to accurately depict my job as I perform it. By signing below, I acknowledge that this job description is accurate for my position.

Employee Signature

Print Name

Date: _____