ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Transit Planning
Job Code: 7110
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to manage the contracted operations and assigned City staff involved in providing transit services to the City.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to Assistant Director, Transportation and

Director, Transportation; and updates and maintains department standard operating procedure manuals.

Develops long- and short-term goals, plans, and objectives for the Transit Division: researches and assesses current and future transit needs for the City; and oversees implementation of established goals, plans, and objectives.

Develops, implements, and monitors division work plan, policies and procedures: keeps informed of current transit issues and concerns; formulates and develops work methods and practices, policies, services standards, standard operating procedures, training programs, etc.; monitors implementation of work processes, services standards, and policies and procedures by staff and contractors; updates division guidelines according to local, state, and federal rules and regulations; and oversees training programs.

Develops and implements division budget: determines and recommends operational and capital allocations for staffing, equipment, capital improvements, service delivery, and other expenditures; monitors expenditures to ensure compliance with approved budget; and prepares and maintains related financial documentation and reports.

Oversees transit related contracts: ensures compliance with contract specifications, as well as applicable local, state, and federal rules and regulations; conducts facility inspections; coordinates with City transit operations staff and contractor regarding performance reports and customer complaints; reviews performance reports and liquidated damages; and coordinates paratransit services with Buncombe County, including working to resolve passenger service issues, ADA complaints, and Requests for Proposal for service contracts.

Oversees transit service implementation: reviews and evaluates ridership and bus stop usage data; coordinates with Traffic Engineering Division regarding the planning, siting, installation, and/or removal of bus stops, as well as traffic impacts to transit service; manages and participates in testing run routes, developing and publishing new route maps, schedules, and system maps; oversees the development of transit marketing, communication, and community engagement activities regarding service changes; and coordinates services with transit agencies in surrounding jurisdictions.

Manages transit technology systems and applications: oversees route and ridership analysis, system updates, and route map changes; oversee the review, evaluation, monitoring and tracking of ridership data; ensures transit technology applications and software are up-to-date and functioning; and reviews system data to evaluate transit route efficiency and effectiveness and to identify route and/or service expansions.

Manages and reviews grant administration and reporting functions: oversees and coordinates the seeking, applying for and obtaining grant funds; evaluates grant application requirements; oversees preparation and submission of federal and state grant applications and contracts; prepares staff reports for City Council approval; manages, monitors and updates grant activities and budgets; manages procurement functions; oversees and monitors closing out grants once funds are expended; participates in, prepares and responds to audit reviews; oversees preparation and submission of various required reports, including National Transit Database, Title VI, Disadvantaged Business Enterprise, drug and alcohol, safety and security planning, and other required reports; and ensures grants are used in accordance with local, state, and federal requirements.

Manages and coordinates transit related capital projects, including bus stop improvements and garage maintenance and improvements, and feasibility studies for long term facility needs: participates in developing project plans and scope; reviews development projects for transit impacts; and participates in development review committee.

Performs public relations duties: serves as liaison to various local, regional, state, and federal transit, transportation, and planning committees, agencies, and organizations; represents the division and attends meetings; provides information; answers questions; and makes presentations regarding transit programs, goals, issues, and concerns.

Communicates with City administrators and elected officials, supervisor, subordinates, other City employees,

contractors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, time sheets, contractor reports, architectural drawings, billing invoices, statistical analyses, performance check-ins, flow charts, diagrams, service change information, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Urban, Regional, or Transportation Planning, or a related field required; supplemented by three years of experience in transit planning, transit operations, contract administration, grant administration, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and

techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.