HUMAN SERVICES PROGRAM MANAGER
TRANSIT OPERATIONS

DEFINITION
Under general direction, develops and creates goals, objectives and guidelines for the Transportation Division of the Parks, Recreation and Library Services Department.

ESSENTIAL FUNCTIONS
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Manages the day to day activities related to dispatching and routing transportation services to senior and disabled residents;
- Implements schedule, policy changes, plans, organizes and manages the work of assigned staff to ensure that the work is accomplished in a manner consistent with organizational requirements;
- Trains staff and assess vehicle safety rules and regulations to ensure compliance with the Department of Transportation Drug and Alcohol Training policies and regulations.
- Gathers, tracks, reports and maintains transportation records for documentation purposes;
- Initiates investigations to verify and respond to patron’s client inquiries and complaints;
- Collaborates with grant administrators and officers such as the Department of Transportation to ensure policies, procedure, and objectives are implemented effectively and timely to ensure funding;
- Monitors and manages the division’s budget;
- Attends local transit meetings and City management meetings;

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of vehicle safety rules and regulations, budget development, monitoring and auditing procedures, grant funding evaluation and compliance, DOT/FTA monitoring rules and regulations;
- Skilled in delegating and monitoring work assignments of assigned staff, in gathering, tracking and reporting statistical information, in providing and following oral and written communications in English;
- Ability to perform and train other employees on essential duties, and effectively communicate verbally and in writing;
- Proficient in use of a personal computer and other electronic devices to include MS Office and other industry related software to perform essential job duties.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking and bending. Must be able to lift and carry up to 15lbs. Incumbents in this job classification may be exposed to repetitive motion, vision to monitor and moving traffic.

QUALIFICATIONS
Bachelor’s degree from a four-year accredited college or university in Public Administration or closely related field, AND five (5) years of progressively responsible experience in public transportation including two (2) years leadership capacity OR any combination of education and increasingly responsible work experience in Public Transportation that demonstrates knowledge, skills and other characteristics necessary to perform essential job duties. Must possess at the time of application and maintain a valid California Driver’s License and CPR Certificate.