



## Transit Operations Manager



**The North Central Regional Transit District (NCRTD)** was formed in 2004, as New Mexico's first regional transit district and provides transit services within the counties of Los Alamos, Rio Arriba, Santa Fe and Taos, covering a 10,079-square mile area, with an approximate population of 289,441. NCRTD's vision is to be the leading rural public transportation organization connecting communities and enhancing cultural, environmental, social, and economic opportunities for the betterment of our region.

### ***NCRTD Mission Statement:***

***"To provide safe, secure and effective public transportation within North Central New Mexico in order to enhance the quality of life of our citizens by providing mobility options and economic opportunities throughout the region."***

## ABOUT THE POSITION

**The Transit Operations Manager will involve various essential functions which include but are not limited to:**

- Provide supervision, guidance and direction to Transit Route Supervisors.
- Assist with "opening" and "closing" supervisor duties, as needed; provide route coverage during periods of operator shortages.
- Conduct transit operator behind the wheel assessments on Transit Route Supervisors (TSR's), Lead Transit Operators and Fleet and Facilities Staff; review the daily coversheet.
- Ensure proper route coverage with minimal overtime impact.
- Maintain constant contact with dispatch if a run and/or route could not be filled before its scheduled departure from base or if a developing problem occurs.
- Manage fixed route operator scheduling (coversheet), Avail (ITS), EWS (timekeeping software) and Adept (para-transit service scheduling software).
- Ensure the accuracy of records such as (but not limited to): Time sheets, overtime controls, route/service performance, attendance, other fillable forms necessary for documenting accidents, incidents, injuries, etc.
- Employee interviewing, selection, hiring, probationary and ongoing performance evaluations, new employee training, employee relations, delegation and employee discipline.
- Assist Operations Director with the creation, modifications, adjustments and calculations of the Spring and Fall Bids.
- Access Avail data to assess Driver performance on routes (i.e. on-time performance, route adherence, speed adherence, Wheelchair checks, etc.) and provide written documentation of the Avail data assessment for each driver along with recommendations for areas for improving.
- Assist, coach, and direct transit operators while in the field, random review of pre-trip inspections, vehicle cleanliness and proper completion of work records and reports.
- Perform fitness for duty assessment: hygiene, uniforms, signs of fatigue, signs of drug or alcohol, etc.
- Ensure that Customer Service Representatives (CSR) and TRSs are monitoring Avail and Adept accordingly.
- Ensure that all routes have properly assigned vehicles and operators. Works with Fleet Manager when adjustments need to be made. Coordinate with Fleet Manager on the scheduling of critical vehicle maintenance needs for safety reasons/defects.
- Enforce District policies and procedures related to service operations, communicates policies and procedures to all operations personnel, and administers procedures and policy consistently and effectively. Responsible for District Transit Operations disciplinary actions to ensure that they are justified, completed thoroughly and free of errors.
- Confirm the proper investigation of customer complaints, including supporting videos and documents. Make recommendations for coaching opportunities, retraining or disciplinary action. Follow-up with customers to ensure that the complaints have been addressed and feedback has been provided.

## IDEAL CANDIDATE

**Experienced and hands-on leader to manage the direction and priorities for the day-to-day operations of the Transit Operations Division with a goal of providing safe, reliable and efficient bus service. The next Transit Operations Manager shall have considerable knowledge in the following:**

- Thorough knowledge of transit system operations, including principles of organization, routing and scheduling.
- Experience in principles and practices of supervision including employee relations, performance evaluation, employee motivation and training, delegation and employee discipline.
- Understanding of Federal, State and local laws, legislative mandates, regulations, policies and guidelines related to the operation of a public transit system, and principles and practices of safe working practices in transit operations.
- Experience in manual and automated schedule making, run cutting techniques and rostering.
- Methods and techniques of researching and interpreting data and information, transit planning and transit scheduling.
- Experience with multimodal networks and alternative transit modes, and principles and practices of public transit systems.
- High quality customer methodologies and principals.
- Exhibit the ability to effect and manage change in an organization through strong leadership and management skills all while setting the tone for a positive organizational image and be an agent for change and process improvement.
- Exercise independent judgment in the analysis and solution of complex service delivery and scheduling issues.

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## COMPENSATION AND BENEFITS

**NCRTD offers a competitive hiring range of \$59,782 to \$89,628; placement within this range is dependent upon qualifications.** NCRTD participates in the Public Employees Retirement Association of New Mexico. The District provides excellent leave and insurance benefits, a flex work schedule and relocation expenses.

## EDUCATION & EXPERIENCE

The successful candidate must have an Associate's degree from an accredited college or university in Transportation, Public Administration, Transportation Planning, Business Administration or directly related field. Eight (8) years of increasingly responsible experience in transit operations, three (3) years of which in a supervisory capacity; or an equivalent combination of education and experience. Must possess a valid Driver's License with a satisfactory driving record. Must be able to obtain a CDL/P license with airbrake endorsement within six (6) months of employment with the District.

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## APPLICATION PROCESS

This position will remain open until filled, however first review of applicants will take place on January 31, 2020. To be considered, submit a cover letter, list of six work-related references (who will not be contacted without prior notice), and a resume that reflects the size of staff and budgets you have managed.

Submit the requested materials to: <https://executivesearch.cpshr.us/JobDetail?ID=565>

**Kylie Wilson**  
**CPS HR Consulting**  
**Email: [kwilson@cpshr.us](mailto:kwilson@cpshr.us)**  
**Website: [www.cpshr.us](http://www.cpshr.us)**

*The NCRTD is an EEO/AA Employer. Title II of the American with Disabilities Act and Section 504 of the Rehabilitation Act prohibit discrimination on the basis of disability in public programs. Individuals with disabilities who need reasonable accommodation to participate in the hiring process or who require information in an alternative format must include this request in their letter.*