

JOB DESCRIPTION

Job Title: Operations Manager/Senior Planner
Department: SMART
Reports To: Executive Director
FLSA Status: Exempt

Driving Classification: Marginal
Management: Non-Supervisory Responsibility

JOB SUMMARY:

Provides a variety of technical expertise and professional assistance in day-to-day operations, administration, and planning. Oversees operations contracts (including for transit and the SMART bike share), coordinates van pool program and employee shuttles. Prepares and presents technical transit information to the Executive Director and Board of Directors to assist in policy and plan development for the regional transit system.

ESSENTIAL JOB FUNCTIONS:

(The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. SMART reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

Responsible for oversight of contractor(s) providing day-to-day transit operations for SMART regional transit services. This includes monitoring vendor compliance with contract provisions, working with vendor(s) to generate required reports, month-to-month budget tracking, responding to customer input and complaints, reviewing invoices and monthly reports, and generally overseeing all aspects of regional transit provision.

Coordinate the GTFS data uploads in collaboration with local transit partners to ensure service changes are updated accurately and timely to Google Transit and other mapping platforms. Manage the SMART Intelligent Transit System (ITS) ETA SPOTLite software to ensure route changes are accurate, the system is user friendly and utilized by SMART operators. Help patrons understand and use the smartphone-application when necessary and report system issues to the vendor when appropriate.

Responsible for working with the SMART Executive Director to apply for and manage Federal Transit Administration (FTA) and Colorado Department of Transportation (CDOT) grants that partially fund operations, capital purchases and planning activities for SMART. This requires an understanding of the federal grant process, ability to successfully manage Federally compliant procurements, work with vendors and accounting staff in budgeting and accounting for grants as well as the ability to work with our FTA and CDOT partners to meet expected reporting requirements.

Develop and manage the volunteer commuter vanpool program. Collect monthly fares, coordinate driver training & compliance, scheduling, ensure vehicle safety, maintenance & service and other program management as necessary for the success of the program.

Assist in the implementation of fleet electrification as directed.

Working with local stakeholders and project contractor, manage the Senior & Disabled Mobility Study to design a roadmap for service delivery for disadvantaged groups in the SMART region.

Assists in the management and oversight of contractors providing maintenance and janitorial services to SMART assets & facilities.

Provide oversight for maintenance of the Lawson Hill Park & Ride by coordinating annual landscaping & clean up, blacktop sweeping, snow removal & vehicle removal when necessary and ensure technological installations including internet, solar array, locking bathrooms, platform heating is working appropriately.

Reviews and recommends improvements to transit operations, policies & procedures.

Assists the Executive Director in the development of plans, policies and procedures for implementing and maintaining a viable regional public transit service for the SMART region and beyond, including coordination of all transit activities and functions with our local transit agency partners.

Assists in the development of the SMART annual work plan and budget.

Ensure SMART operators and staff meet state & federal standards for sanitation and reopening protocols related to COVID-19.

Work with service providers to maintain an accurate inventory of transit ridership, vehicles, pass programs, capital inventories, etc.

Assists with preparation and submission of annual and quarterly CDOT and National Transit Database (NTD) statistical information, Disadvantaged Business Enterprise reporting, Title VI program updates and other CDOT or FTA-related reporting requirements.

Assists in the provision of accurate information relative to SMART transit services to the general public; responds to telephone and email requests for information; assists callers when possible or refers to Executive Director, contractor, or other appropriate party;

Observes and participates in public hearings as assigned before the SMART Board of Directors, and local jurisdictional meetings; may assist in the preparation of presentations, agendas, and meeting materials.

Works with SMARTS marketing contractor in maintaining the SMART Web Page, schedule brochures, regional branding, signage and social media accounts.

Under supervision, completes special tasks and projects as assigned.

Attends workshops and community meetings as directed to increase current knowledge on planning or transit theories and trends.

Performs photocopying, filing, typing, archival coordination, etc. as necessary; also receives money, writes receipts, retrieves documents, prepares legal notices, etc.

Oral and written communications must be clear and effective.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's degree in planning, civil engineering or related field and five (5) years of related experience in planning, civil engineering, public administration or some other related field.

Any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT:

This position requires standing, stooping, sitting, bending, twisting, and lifting up to 10 pounds.

Work is generally confined to a standard office environment.