

## **TRANSIT GENERAL MANAGER**

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible managerial and executive leadership work in developing, planning, organizing, and executing the diverse programs and operations of the Madison Metro Transit System. Under the policy direction of the Mayor, the Transit General Manager is responsible for exercising considerable judgment and discretion in meeting program objectives.

#### Examples of Duties and Responsibilities:

Lead, manage, and develop a comprehensive staff team responsible for:

- Operating fixed route service for the Madison Metropolitan Region, this includes; routing and stations, bus operation, transit maintenance, dispatch, and contracting for the paratransit service.
- Enhancing Metro's sustainability efforts, including the transition to a fully electric bus fleet.
- Engaging in and support public relations activities, including customer relations, media relations, including expansion of sales initiatives such as employer and ridership recruitment.
- Developing and implementing area-wide transit plans that interface with land use and transportation planning elements.
- Assisting in the development of the Metropolitan Planning Organization's Transit Development Plan, including plans for Bus Rapid Transit.
- Applying for and administering Federal and State grants in compliance with regulations.

Manage the administration of systems that use key performance indicators to track transit performance, operations, and budget.

Develop, maintain, and support systems that promote continuous improvement and service delivery.

In partnership with Human Resources, direct all aspects of labor relations, including collective bargaining negotiations, agreements, and implementation.

Develop, implement, and evaluate Metro Transit policies and procedures to promote excellence and compliance with applicable local, state and federal regulations.

Oversee organizational functionality and implement changes as appropriate.

In collaboration with the Department of Transportation, coordinate Metro Transit activities with other City, County, State and Federal agencies. Work closely with other Transportation Department managers and City officials in developing and administering the City's integrated transportation program.

Represent the division before boards, commissions, etc. by providing policy level consultation and recommendation. Participate in intra/inter-agency committee efforts. Attend various professional and civic meeting and present/discuss various transit programs.

Serve as the executive secretary of the Transportation Commission for a two-year appointment. Frame policy level issues for the commission's consideration and provide related staff support.

Evaluate bus route prioritization to ensure efficient, high quality and equitable service.

Manage a large and diverse staff both directly and through supervisors. Develop and maintain effective employee relations programs. Hire, train, assign, supervise and evaluate employees. Develop and administer effective training, safety, and affirmative action programs. Oversee and/or conduct related organizational analyses and recommend and/or implement changes as appropriate.

Perform related work as required.

## QUALIFICATIONS

### **Training and Experience:**

Generally, positions in this classification will require:

Four years of directly related senior management experience in a transportation related system which includes a variety of the following responsibilities: long range planning, directing operations, labor management, and fiscal services. Such experience will normally be gained after graduation from and accredited college or university with a degree in business or public administration, transportation urban planning, business administration, or a related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

### **Knowledge, Skills and Abilities:**

Thorough knowledge of principles, practices and procedures associated with transportation related system management, including strategies and long-range planning, finance, collective bargaining and related disciplines. Thorough knowledge of principles, techniques and practices of management, various elements of transportation related systems and their inter-relationships, trends in regional transportation issues. Thorough knowledge of full range of supervisory principles and practices, labor relations and staff management. Thorough knowledge of principles and practices of public/business administration consistent with the management of a city department, including the dynamics of policy development, sustainability, budgeting, resource planning, etc. Working knowledge of computers and related computer software applications used in management, scheduling, and planning. Working knowledge of design, implementation, and/or operations of Bus Rapid Transit, route restructuring or another transportation initiative. Working knowledge of sustainability principles and practices as it relates to operating a large fleet. Ability to interpret and evaluate related financial alternatives applicable to transit operations. Ability to organize, direct,

coordinate, evaluate and control the activities of clerical, technical and professional employees. Ability to provide policy-level consultation on City transit matters. Ability to establish and implement strategies and programs for meeting departmental objectives. Ability to provide high-level expertise on a wide variety of transit issues. Ability to work with a high degree of independence. Ability to plan, direct and supervise the work of assigned personnel. Ability to establish and maintain effective working and public relationships with staff, City officials, the press and the public. Ability to develop and manage accurate records; and to prepare clear and comprehensive reports. Ability to effectively develop and communicate technical recommendations to Boards, Commissions, elected officials, other governmental officials and the public. Ability to work effectively with multicultural populations. Ability to communicate effectively in both oral and written forms. Ability to attend meetings and other functions during the evening and/or on weekends. Ability to maintain adequate attendance.

Necessary Special Qualifications:

Ability to meet the transportation requirements of the position.

Special Requirements:

The incumbent will be expected to attend meetings and provide presentations outside the normal work schedule, including evenings and weekends.

Department/Division	Comp. Group	Range
Metro Transit	21	20

Approved: \_\_\_\_\_  
 Harper Donahue, IV  
 Human Resources Director

Date