



CITY OF BURLINGTON NC
invites applications for the position of:

Transit Manager

SALARY: \$56,908.80 - \$93,891.20 Annually

OPENING DATE: 10/21/19

CLOSING DATE: 11/22/19 11:59 PM

JOB DESCRIPTION:

FLSA Status: Exempt

Inclement Weather Classification: Nonessential

Division Manager that performs advanced administrative, operational and planning tasks in the oversight of the Link Transit System. Oversight of the operations and maintenance provided by a Service Contractor. Link Transit operates fixed route and complimentary paratransit services. The position is located in the Burlington Department of Transportation. Work is performed under the general supervision of the Director of Transportation. This classification is considered exempt in compliance with the Fair Labor Standards Act (FLSA).

EXAMPLES OF DUTIES:

- Ensures that all fixed routes are operating in a manner to maximize system performance with a specific goal of improved ridership, safety, on-time performance, and customer service;
- Understands the capabilities of existing fixed route and paratransit transit technologies (TransLoc, routing and scheduling software, audio/video surveillance cameras, and electronic fare boxes) used by the system and develops reports and recommendations on operational improvements; submits these reports to the Director of Transportation on a quarterly basis.
- Ensures that all fixed route system maps and schedules are revised as needed and are ready for distribution to the public; ensures that system changes are communicated to key staff, passengers and organizations in a timely manner; provide information and presentations to community agencies to promote the transit system.
- Develops and maintains the passenger amenities (bus stops, shelters, pedestrian improvements, etc.) program depicting inventory of all existing passenger amenities and future planned facilities; monitors fleet for replacement needs and upgrades;
- Develops all vendor requests for proposals and prepares recommendations on awards for consulting tasks and vendors involved with the transit system;
- Attends local, regional, and State transit meetings to stay abreast of all projects, grants, transit technology discussions to keep Link Transit up to date on topics and plans that may impact services;
- Coordinates and collaborates with transit peers in the region on cutting edge approaches to enhance transit operations in fixed route and paratransit services; coordinates Park and Ride lots, regional connections and service expansion.
- Establishes and maintains routine procedures and checklists to ensure that the Link Transit contract Service Provider meets all requirements of the contractual agreement; identifies areas of non-compliance, documents these issues and makes corrective actions in a timely manner;
- Maintains a clear understanding of all Federal Transit Administration (FTA) and NCDOT regulations and ensures compliance; identifies areas of non-compliance and takes action to correct deficiencies; prepares all necessary documentation for NCDOT and FTA Triennial Reviews; prepares and submits TrAMS grant applications, financial reports and National Transit Database reporting data; provides financial information to the City Finance Department for drawdown of grant funds;
- Provides applicable policy recommendations to the Director of Transportation to ensure that the City of Burlington and Link Transit comply with ADA/paratransit requirements;
- Prepares staff reports and presents information to transit stakeholders and City Council;

- Serves as the primary staff for all fixed route related vendor services and contracts; understands all City and FTA procurement requirements; reviews contractor invoices, ensures all products and services have been satisfactorily delivered and submits to the Director of Transportation for approval and processing;
- Responds to passenger inquiries within the next business day of receiving complaint or inquire from passengers/citizens; ensures that communications are entered into a tracking system and all items resolved in a timely manner;
- Serves as primary staff to the Public Transit Advisory Committee (PTAC); prepares meeting agendas and materials;
- Attend weekday, weekend and evening events and meetings; assist with customer service telephone response;
- Report to work in adverse weather conditions and during non-traditional work hours as needed; perform other job tasks as assigned by the Director Transportation.

Knowledge, Skills, and Abilities:

- Advanced knowledge of fixed route transit operations;
- Considerable knowledge of data collection and analysis;
- Advanced knowledge of the use of computers and transit related software;
- Ability to resolve difficult customer service issues; ability to prepare and analyze complex reports; flexible to attend events and functions after work hours as needed;
- Ability to present information effectively in oral, written, and graphic form;
- Ability to establish and maintain effective working relationships with coworkers, elected officials, representatives of other agencies, and members of the general public
- Excellent oral and written communication skills
- Exceptional presentation skills
- Leadership and consensus building skills

QUALIFICATIONS:

Any combination of education and experience equivalent to graduation from an accredited college or university with a bachelor's degree in urban/transportation planning, accounting, engineering, business or other field and four years of related transportation experience is required. A Master's degree and/or direct work experience in public transportation may be substituted for years of experience or education.

Requires a valid North Carolina driver's license with an acceptable driving record. Requires drug testing and background check (which may include criminal check, education verification and credit history review) prior to employment.

SUPPLEMENTAL INFORMATION:

Physical Requirements and Working Conditions

Work in this class is described as being sedentary and seldom requires much physical exertion to complete tasks. Work typically involves the ability to physically perform the basic life operational functions of reaching, standing, walking, fingering, grasping, feeling, talking, hearing and repetitive motions. Employee regularly operates a variety of machinery and equipment, including telephones, computers, calculators, copiers, facsimile machines, etc. Work necessitates visual acuity to determine the accuracy, neatness, and thoroughness of work assigned in preparing and analyzing figures, accounting, transcription, computer terminal viewing and extensive reading. Working conditions include inside environmental conditions.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.burlingtonnc.gov>

Position #2019-00248
 TRANSIT MANAGER
 LM

PO Box 1358
 Burlington, NC 27216-1358
 336-222-5105

hr@burlingtonnc.gov
