

## PROGRAM ADMINISTRATOR (OPERATIONS)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Director of Surface Transportation an incumbent of this position is responsible for establishing procedures and programs and developing guidelines for the Coordination of the inspection, monitoring, and review of the performance and effectiveness of fixed route Bus Services, and related transit support programs. Supervision may be exercised over support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Observes and analyzes schedules, service patterns, equipment and run assignments to improve services and reduce costs consistent with public utilization, demand and greater economic efficiency;

Assists in emergency response preparedness as a result of natural disaster or labor unrest;

Monitors on-line traffic conditions and information for all County bus routes;

Reviews and evaluates policies, procedures and proposals of transportation companies, agencies and authorities to ensure conformance with established standards and overall departmental policies;

Develops recommendations for change or improvements in transit operations based on facts obtained from field surveys and other sources;

Coordinates timetable development and review processes for bus scheduling;

Supervises the development of the Federal Transit Database;

Responsible for ensuring contract compliance and county procedures with various vendors;

Designs a reporting format and monitors performance indicators to assess improvement in the operations of the bus fleet;

Interacts with other transit agencies to coordinate the adoption of changes to current bus schedules;

Coordinates use of the Transit Communications System;

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of public transportation systems operating procedures; Ability to handle complaints from the public and develop effective solutions; ability to gather, assemble and analyze facts and draw conclusions; ability to make verbal and written factual reports and presentations, clearly and concisely; ability to develop and maintain effective relationships with bus company management; tact; good judgment; integrity; creativeness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school diploma or equivalency and either (a) Bachelor's Degree\* and four years of transit operations experience; or (b) eight years (8) of transit operations experience, four years of which must have been in a supervisory capacity; or (c) an equivalent combination of training and experience as defined by the limits of (a) and (b).

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.