

## PROGRAM ADMINISTRATOR (TRANSPORTATION OPERATIONS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for establishing procedures and programs relating to the County's fixed route bus service operation and developing guidelines for the coordination for the inspection, monitoring, and review of the performance and effectiveness of same, 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 unforeseen problems, labor disputes or natural disaster;

Monitors on-line traffic conditions and information for all County bus routes; ensures that pertinent information is disseminated effectively and coordinated with the appropriate staff and other agencies, as needed;

Reviews and evaluates policies, procedures and proposals of transportation companies, agencies and authorities under contract 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;

Ensures contract compliance and county procedures with various vendors;

Supervises subordinate staff responsible for complaint review and the investigative follow up; ensures that issues are dealt with in a timely manner;

Designs reporting formats and performance indicators to assess improvement in the operations of the bus fleet; makes changes in both performance measurement tools and program operations, as needed;

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

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Manages the use of the transit communications system used on buses by coordinating the dispatching and dispensing of information on the radio systems.

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE 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; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; tact; good judgment; integrity; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school diploma or equivalency and eight years of transit operations experience, four years of which must have been in a supervisory capacity.

SUBSTITUTION: Satisfactory completion of 30 credits\* may be substituted on a year for year basis for up to four years of the above required experience. There is no substitution for the supervisory experience.

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