



JOB CLASSIFICATION: GENERAL MANAGER
CLASSIFICATION NUMBER:
REPORTS TO: BOARD OF DIRECTORS
STATUS: FULL-TIME, FLSA EXEMPT

◆ Integrity ◆ Trust ◆ Common Truth ◆ Respect ◆ Compassion ◆

Position Overview

This is a professional position involving the administration, management and executive duties of the Grant Transit Authority for the overall benefit of the citizens of Grant County. The General Manager works under the administrative direction of GTA Board of Directors, to direct and oversee the efficient business and operations of GTA system(s). This position provides leadership for the organization; implements policies as directed by the Board; ensures compliance to applicable laws, codes, rules and regulations; resolves community concerns and establishes and maintains positive relationships with the public; and maintains positive working relationships with GTA staff, Board members, community members, and others encountered in the course of work.

The General Manager represents GTA throughout the community, State and nationally; is articulate with public speaking skills; exceptional written and verbal communication abilities; works well with diverse populations; people-oriented, politically conscious, and a positive visionary; and has a good foundation in all aspects of management including: finance, administration, operations, maintenance, human resources, planning and marketing.

Essential Duties and Responsibilities

The duties and responsibilities listed below are intended only as examples of the various types of functions that may be performed. The omission of specific duties and responsibilities does not exclude them from the position if work is similar, related or a reasonable assignment of the position.

- Plan, organize, coordinate, direct and manage the administrative, management and operational functions, programs, services and activities of GTA
- Oversee labor relations, including Collective Bargaining negotiation, budget preparation, grant writing, marketing, benefits administration, and public relations
- Provide supervision to all transit employees; monitor subordinate management members responsible for staff selection, assignments, performance evaluations and discipline
- Direct compliance and enforcement of safety policies and procedures to protect employees and passengers, as well as property and equipment
- Develop short and long-range plans and programs; develop and administer the annual budget; monitor and approve expenditures; and adjust budgets in accordance with principles of sound fiscal management
- Evaluate capital needs and make recommendations as necessary
- Prepare grant applications for federal, state and local funds, and administer grants received per funding requirements
- Work with department managers in setting and achieving GTA and departmental goals; assure proper operations of transportation service in accordance with established policies, State and federal laws and regulations.

- Participate in GTA policy development; assure departmental conformance to the GTA's mission, goals and objectives; develop annual department work plan and strategies to achieve stated goals.
- Oversee the development, implementation and maintenance of agency Emergency Preparedness and Security Plan and agency business continuity plan.
- Provide leadership to personnel; advise and counsel staff and establish departmental direction; analyze and evaluate performance statistics and reports and formulate methods to improve operations; assist and participate in analyzing and evaluating service statistics and formulate methods to improve efficiency and effectiveness of service; provide input and recommendations concerning staffing levels, services offered, staff training, vehicle procurement and facilities development.
- Plan, develop, and implement procedures to routinely monitor system performance and reliability; initiate adjustments to ensure high quality of service to the public.
- Plan, develop and implement procedures, programs and rules to assure that the overall transit system supports providing high quality service to the public.
- Communicate positively and effectively with GTA Board, management and personnel, public agencies, community groups, vendors, guests and others encountered in the course of work
- Participate in agency policy development; assure departmental conformance to the Agency's mission, goals and objectives; develop annual departmental work plans and strategies to achieve stated goals
- Lead, counsel and discipline subordinates; participate in the counseling and discipline of employees and make final decisions regarding termination
- Ensure the timely and accurate preparation, maintenance and distribution of plans, recommendations, records, reports, statistics and other documentation for Agency use and as requested by local, state and federal agencies
- Attend, chair and conduct a variety of meetings within the Agency and in the community; serve on committees and coordinate special events; represent the Agency and make oral presentations at meetings, conferences and other events as requested
- Be punctual, reliable and maintain regular attendance in order to contribute to the efficient and effective delivery of transportation service(s) and associated duties
- Establish and maintain effective working relationships
- Represent the Agency at conferences, meetings and in the community to provide information regarding transit programs as requested
- Perform other related duties as assigned.

Desired Minimum Qualifications

Knowledge

Knowledge of principles, practices, procedures and methods involved in managing the transit operations functions of a modern public transportation system, including planning, implementing, managing, training, supervision, staffing, budgeting and evaluating programs and services; fleet operations, service quality and safety/training programs; local, regional, state and federal laws pertaining to public transportation, commercial drivers and labor relations; current laws and legal issues pertaining to public transportation operations, labor relations and records management; GTA organization, ordinances, rules, policies, procedures and operating practices related to areas of responsibility, including those related to personnel, maintenance, purchasing, and drug and alcohol testing; mass transit organization policies, planning, procedures and practices; fixed-route, special service, and route-deviated transit services, including route planning and scheduling; local, state, regional and federal agencies involved in transit planning and development; labor contract administration and interpretation, including labor relations and negotiating techniques; public transportation equipment and operation practices; GTA transit routes,

amenities and Grant County road/street system; public transportation operators' methods, policies and procedures; record-keeping practices and procedures; budget development and control; scheduling system and procedures; office administrative practices and procedures; principles and practices of prudent business communication; strong interpersonal relations skills; public speaking techniques; customer service skills and techniques; occupational hazards and safety precautions applicable to area(s) of work; correct English usage, including spelling, grammar and punctuation; mathematical computation and operations, including basic addition, subtraction, multiplication, division, units of measurements, ratios, rates, percentages, graphs, statistical and monetary units; computer operations, including capabilities and requirements of a networked computer system; proper lifting techniques; federal, state and local ordinances, codes, rules, policies, procedures and operating practices related to areas of responsibility; terminology, work processes and local, state and federal requirements applicable to areas of responsibility.

Skill

Skills to perform multiple technical tasks with a potential need to upgrade skills in order to meet changing job conditions and/or requirements; operate computers, databases, networks, complex financial software and other pertinent software applications to create documents and materials requiring input, interpretation and manipulation of data; operate standard office equipment, including but not limited to computers, multi-line telephone systems, two-way radio, calculators, typewriters, copiers, and fax machines; ensure operation of transportation vehicles is in a safe, responsible manner; effective verbal, listening and communication skills; possess cultural awareness and sensitivity; recognize unsafe work conditions and potential safety hazards; client service and public interaction skills; interpersonal relation skills; stress management and time management skills; read material such as manuals, reports, periodicals, and newspapers; manage and complete assigned projects; and prepare and maintain accurate, manual and computerized records and documents.

Ability

Ability to plan, organize, coordinate, manage and control the functions, programs, services, activities and personnel; train, supervise and evaluate the performance of subordinate personnel; provide support, information and assistance for subordinates to assure optimum service to GTA; develop and implement effective department goals, objectives, policies, procedures, work plans, timelines, programs and services; analyze impact of new legislation on GTA policies and develop and/or modify policies and programs as required; analyze and evaluate records and reports effectively; train, supervise and evaluate the performance of subordinate personnel; provide technical expertise and assistance to GTA management and the Board regarding areas of assignment; attend Board and management meetings as requested to present and explain reports and issues related to areas of assignment; interpret, apply and explain GTA policies and revised governmental regulations and requirements related to area of assignment; communicate effectively both verbally and in writing; prepare and deliver effective oral presentations before large and small groups; develop, administer and control the agency budget; participate in GTA policy development; follow safe work practices and identify occupational hazards and/or potential hazards; represent GTA at meetings and in the community; quickly and effectively learn activities, practices and procedures related to area(s) of responsibility; maintain the highest level of confidentiality and security of records; maintain self-control and professional attitude when dealing with hostile persons or under adverse conditions; manage multiple and changing priorities to meet the needs and expectations of GTA and public; analyze situations accurately and implement an effective course of action when needed; follow verbal and written instructions, and perform tasks with minimum supervision; organize, set priorities, take initiative and exercise sound independent judgment in crisis situations within areas of responsibility; manage multiple and changing priorities to meet the needs and expectations of GTA management, staff and public; handle stress and continue to perform all duties and provide service to public in a timely, courteous and responsible manner; prepare clear, accurate, and concise records and reports; use a high degree of discretion and diplomacy in dealing with sensitive situations and concerned citizens; establish, maintain

and promote highly effective working relationships with GTA management, committee members, staff, and others encountered in the course of work.

Physical and Mental Demands

The physical and mental demands described here are representative of those that must be met by incumbent to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing duties and responsibilities of this position, incumbent is regularly required to sit, walk and stand for extended periods of time; talk and hear, both in person and via telephone; use hands repetitively to finger, handle, feel or operate equipment; reach with hands and arms, including above shoulders; bend, twist and/or stoop; push and/or pull moderate to heavy amounts of weight; kneel, crouch and/or crawl; ascend or descend stairs, walk or stand on uneven surface(s); and lift and/or carry up to 20 pounds on a regular basis without physical limitations.

Specific vision abilities required by this position include close vision, distance vision and the ability to adjust focus.

Mental Demands

While performing duties and responsibilities of this position, incumbent is regularly required to use written and verbal communication skills; read and interpret data, information and documents; use intermediary reasoning skills to apply principles of rational systems to analyze and solve practical and complex problems; effectively cope with elevated stress; observe and interpret people and situations; learn and apply new information or skills; make necessary decisions and solve problems based on subjective or objective criteria; make frequent changes of tasks involving different aptitudes, technologies, procedures, working conditions, or degrees of attentiveness without loss of efficiency or composure; work under intensive deadlines with frequent interruptions; positively interact with management, co-workers, customers, and others encountered in the course of work.

Environmental Conditions

The work environment characteristics described here are representative of those an incumbent encounters while performing essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is predominately inside and generally provides protection from weather conditions, but not necessarily from temperature changes.
- Noise Level: incumbent works under typical office conditions, with a generally quiet noise level.
- In certain situations, an employee may occasionally work near moving equipment, be required to travel distances and be exposed to chemicals, airborne fumes or odors, outdoor weather conditions and loud, prolonged noise.

Compensation and Benefits

- Salaried position with an expectation of at least forty (40) hours per week; may include weekend and nights as needed
- Annual salary negotiated depending on qualifications and experience
- Position is exempt from FLSA and overtime compensation
- Non-union position
- Medical and vision (PEBB), dental, and other insurance as offered
- Participates in the Washington State retirement plan (PERS)
- No Social Security contribution provided
- Other benefits as negotiated

Education, Experience, Licensing and Special Requirements

- Bachelor's degree in transportation management, public administration and/or business administration or closely related field
- Seven (7) years of progressively responsible experience in the areas of public transportation, labor relations, budget preparation and administration, grant writing, marketing and public relations, with ten (10) years highly desirable
- Five (5) years of increasingly responsible supervisory experience in transit operations, preferably in union environment, which produced broad knowledge of operational policies and procedures, good performance and work history, and relevant leadership and decision-making skills
- Knowledge of WSTIP and WSTA practices highly desirable
- Ability to analyze, interpret, and implement appropriate federal/state DOT and OSHA regulations required
- Current and valid Washington State driver's license with acceptable driving record
- Must maintain a current driver's license and all required endorsements, and maintain an acceptable driving record level throughout employment, which will be monitored by periodic reviews of Motor Vehicle driving profile
- Successfully pass pre-employment criminal background reports and drug and alcohol screening
- Must be willing and able to attend evening meetings and work varying hours and days of the week, including occasional weekends and holidays dependent on operational needs and have reliable transportation to and from work location(s).
- Must be able to travel for extended period(s) and maintain regular and consistent attendance



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EMPLOYEE ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive and the position may require other essential and/or nonessential functions, tasks, duties or responsibilities not listed herein. Management reserves the right to add, modify or exclude any essential or nonessential requirement(s) at any time, with or without notice. Nothing in this job description, nor by completion of any requirement of the position by the incumbent, is intended to create a contract of employment of any type. In addition, by signing below, you acknowledge you were given a copy of the job description, given the opportunity to review and ask questions, and agree to successfully fulfill duties and requirements contained herein.

Name (Print)

Signature

Date

