

Date Posted:
4/05/2024

Job No: 2024-5690

FORT BEND COUNTY
DEPARTMENT: Public Transportation
JOB TITLE: Operations Manager

Fort Bend County is ranked as one of the fastest growing counties in the nation. We have capitalized on not only the creed of our location, but on the "quality of life" for our families to call home. Our employees are the key to our success and the heartbeat of our foundation. The diversity and inclusivity of our community is our strength and at the forefront of a workplace environment welcoming to all. Live Here! Work Here!

JOB SUMMARY:

Manages the direction and priorities for the day-to-day operations of the transit operations division including reservations and scheduling. Participates in planning of programs, policies or objectives for own work group and department.

DUTIES & RESPONSIBILITIES:

- Establishes and maintains positive working relationships with service contractors; develops and operates documentation systems to evaluate contractor performance of service delivery; responsible for overseeing the management and invoicing of contracted services and directing all support systems for delivery of all purchased transportation services; coordinates with internal staff and other County departments for contractor or service concerns and implementation of service changes as it relates to contracted services.
- Acts as Project Manager in transit service-related procurements including developing Bid or Request for Proposal criteria and related regulatory requirements. Prepares necessary documentation for bus service and ambassador program. Participates in third-party contractor site visits.
- Supervises the Department's Operations division including but not limited to Reservations and Scheduling; participates in the selection of operations staff; assigns tasks; provides training, guidance, and direction as needed to ensure workflow efficiency; identifies, recommends, and coordinates enrollment in training courses, seminars and other in-service programs to assist operations staff in improving work performance; approves time off requests, reviews and approves timesheets and handles disciplinary action, as needed; conducts employee performance appraisals; and investigates, prepares and conducts counseling, disciplinary and/or termination actions under the direction of the Department Head
- Provides recommendations, develops and implements new services; Continually evaluates ways to provide cost effective transit service and seeks opportunities to improve operations, including people and process; Assists with preparation and execution of budgets for contracted services and ensures department operations are within budget.
- Develop and implement techniques for evaluating programs; establish program goals and objectives; develop and approve schedules, plan for additional staff as needed, and analyze and prepare written reports on service performance.
- Establishes and maintains strong working relationships with service contractor relating to contract enforcement; Develops and operates documentation systems to evaluate contractor performance of service delivery; Responsible for overseeing the management and invoicing of contracted services and directing all support systems for delivery of all purchased transportation services; Works with internal staff and other county departments for clarifications or problems with

contractors, service concerns and implementation of service changes as it relates to contracted services; Approves invoicing from third-party contractors.

- Participates in activities and duties related to emergency management during a local state of disaster as directed by appropriate county managers.

REQUIREMENTS:

- High School Diploma/GED. Bachelor's or Associate's Degree in related field along with 3 years transportation related experience preferred. High School Diploma/GED plus 5+ years of relevant professional experience may be substituted for the Bachelor's Degree.
- 5+ years job related experience.

SALARY RANGE: \$34.73-Min to Max \$52.10 range per hour

CLOSING DATE: Friday, April 19, 2024

All full-time and part-time employees are members of the Texas County District Retirement System (TCDRS). Full-time employees also enjoy a wide-range of great benefits.

Fort Bend County is an equal opportunity employer, committed to non-discrimination in employment on any basis including race, color, religion or creed, sex, sexual orientation, gender, gender identity, gender expression, pregnancy status (including childbirth and related medical conditions), national origin, ethnicity, citizenship status, age (40 and over), physical or mental disability, genetic information, protected military and veteran status, political affiliation or beliefs, or any other classification protected by state, federal and local laws, unless such classification is a bona fide occupational qualification.

For more information on Fort Bend County's Title VI / Nondiscrimination Statement, visit www.fbctx.gov/comply

To be considered for employment, all interested candidates must complete the required Fort Bend County online employment application located at www.fortbendcounty.jobs