



JEFFERSON TRANSIT – PORT TOWNSEND, WASHINGTON

is seeking an accomplished professional to serve as

FIXED ROUTE OPERATIONS MANAGER

Salary: \$70,686 - \$95,425 Annual Salary

Benefits include:

- * Retirement * Medical/Dental Coverage * HRA VEBA *
- * Paid Holidays: 9 plus 2 additional Personal Days * General & Sick Leave *
- * \$35,000 Basic Life & Long Term Disability Insurance * Wellness *

LOCATION:

Jefferson County in Washington State, is where expansive beaches, abundant bird life, outdoor recreation, artisan foods and family-run organic farms come together. Jefferson County lies between the jutting peaks of the Olympic Mountains and the salty inland waters of the Strait of Juan de Fuca providing opportunities from wine tasting to kayaking, shopping to camping, beachcombing to birding and more! Live and work in a rural setting, with access to metropolitan cities and amenities about one hour away.

SCOPE OF RESPONSIBILITY: (see job description for more information)

Under the direction of the General Manager, this position manages JTA's Fixed-Route Service. The incumbent in this position works in partnership as a team member with JTA's Mobility Operations Manager. Both managers are required to be familiar with the duties of the other's position and able to lead and direct the programs in the other's absence.

APPLICATION PROCESS:

Jefferson Transit is an equal opportunity employer and strongly encourages all qualified candidates to apply by **3:00 PM on January 27, 2023**—for first review. This recruitment is open until filled. Application forms and information can be found at: www.jeffersontransit.com. Submit completed application packet by mail to: Jefferson Transit, 63 4 Corners Road, Port Townsend, WA 98368 or by email to: jryan@jeffersontransit.com.

Applicants with questions or needing assistance can contact:
Julie Ryan, Equal Employment Opportunity Officer at: 360.385.3020 Ext. 119



63 4 Corners Road, Port Townsend, WA 98368

Jefferson Transit is an Equal Opportunity Employer

Dear Applicant:

Thank you for your interest in Jefferson Transit's **Fixed Route Operations Manager** position. The recruitment is open until filled. Enclosed is an Application Packet, which includes a job application and voluntary equal employment opportunity questionnaire to be completed and returned. We must receive your application materials **no later than 3:00 PM on Friday, January 27, 2023** for first review.

Original application materials must be submitted either by mail to 63 4 Corners Road, Port Townsend WA 98368 or emailed to jryan@jeffersontransit.com. Incomplete application submittals will be rejected.

NOTE: The application must also be completed (do not use "see resume").

Included in this packet are: Application Form, Voluntary Applicant Information Form, and Supplemental Questions. A completed application should have:

- Cover Letter describing qualifications, knowledge and experience
- Resume
- Completed Application
- Completed Supplemental Questions

The application process includes:

- Review of application packets January 30 – February 3, 2023
- Applicants advancing in the process will:
 - Interview—tentatively planned for the week of February 6th
 - Additional online test(s) may be scheduled after interviews, for example Excel proficiency
 - Candidates interviewed will be asked to provide a five year employment driving record from Washington State Dept. of Licensing (Fee of \$13, available online)
 - Background/reference check, pre-employment drug test

If applicants need information or accommodation assistance, please don't hesitate to contact me.

Sincerely,

Julie Ryan
Human Resources
Equal Employment Opportunity Officer
360.385.3020 Ext. 119 or jryan@jeffersontransit.com

Customer Service (360) 385-4777

Administrative Offices (360) 385-3020

www.JeffersonTransit.com



63 Four Corners Road, Port Townsend, WA 98368

Available Benefits through Jefferson Transit

- ✚ Washington State Department of Retirement Systems
 - Public Employees Retirement System (PERS)
 - Deferred Compensation Program (DCP)

- ✚ Medical, Dental and Vision coverage

- ✚ Paid leave, up to 200 hours (accrued on hours worked)

- ✚ 9 paid holidays, plus two personal holidays per year

- ✚ HRA VEBA (health savings account for qualifying medical expenses)

- ✚ Pacific Source HRA

(pays for qualifying medical expenses up to \$500 after eligibility)

- ✚ \$35K Life Insurance Coverage + \$5,000 Accidental Death & Dismemberment

- ✚ Additional coverages you may purchase from Met Life or Colonial insurance companies

- ✚ Long Term Disability (Basic and Optional)

- ✚ Employee Assistance Program (EAP)

- ✚ Wellness Program

APPLICATION OF EMPLOYMENT

Jefferson Transit Authority
63 4 Corners Road
Port Townsend, WA 98368
(360) 385-3020 Ext. 119



Jefferson Transit is an Equal Employment Opportunity Employer

It is the policy of Jefferson Transit to provide equal employment opportunities to all qualified persons without regard to race, creed, color, religious belief, sex, age, national origin, physical or mental handicap or veteran status.

The policy is available upon request or on Jefferson Transit's the web site.

Jefferson Transit is committed to providing access and reasonable accommodation in its services, programs, activities, and employment for individuals with disabilities. To request disability accommodation in the hiring process, contact us at least ten days in advance.

Contact: Deb Palmer, EEO Officer for accommodation, information or copy of the policy.

Note: Please type or print your answers. If you print, please do so in blue or black ink and write neatly. An illegible application may preclude you from consideration.

POSITION APPLYING FOR: _____

PERSONAL INFORMATION

First Name _____ Middle Initial _____ Last Name _____

Current Address _____

Street and Apt. # _____ City _____ State _____ Zip Code _____

Permanent Address (if different from above):

Street and Apt. # _____ City _____ State _____ Zip Code _____

Telephone _____ E-mail _____

Driver's License # _____ State _____

Do you have a Commercial Driver's License (CDL)? Yes No

If you answered yes, please list your endorsements: _____

I am an U.S. Citizen or otherwise authorized to work in the United States on an unrestricted basis: Yes No

If applicable, please list your visa type, visa number and expiration: _____

Have you ever served in the U.S. Military? Yes No

If yes, please provide the following information:

Branch of Service: _____ Rank at time of separation: _____

I served from _____ to _____.

Special Honors: _____

EMPLOYMENT HISTORY

You must report all previous employment for the past ten years

Present or Most Recent Employer

Employer: _____ Address: _____
Phone: _____ City/State: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

Prior Employer

Employer: _____ Address: _____
Phone: _____ City/State: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

Prior Employer

Employer: _____ Address: _____
Phone: _____ City/State: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

You must report all previous employment for the past ten years

Attach additional sheets if needed.

EMPLOYMENT HISTORY-continued

Prior Employer

Employer: _____ Address: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

Prior Employer

Employer: _____ Address: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

You must report all previous employment for the past ten years

Do you have any gaps in your employment in the last ten years?
 Yes No If so, please explain:

EDUCATION

High School

Name and Location

Did you graduate? Yes No

If you did not graduate, did you receive your GED? Yes No

Special honors or awards: _____

Technical or Vocational School

Name and Location

Did you graduate? Yes No Attended from _____ to _____.

Degree or Certification: _____ Specialty: _____

Special honors or awards: _____

College or University

Name and Location

Did you graduate? Yes No Attended from _____ to _____.

Degree: _____ Major: _____

Special honors or awards: _____

POSITION INFORMATION

Position Specifications

What hours are you willing to work? _____

Would you be able to work weekends? Yes No

Are you willing to travel for the job? Yes No

When would you would you be able to start? _____

Desired salary: _____ per _____

Skills

Please describe any skills you have in the following areas:

Computer:

Languages Spoken (other than English):

Other:

I hereby certify that my answers and assertions set forth in this application and supplemental questions are true and complete to the best of my knowledge. I understand that any misrepresentation or material omission of fact on this or any other document required by Jefferson Transit on this application may constitute grounds for rejection, or if employed by Jefferson Transit, for disciplinary measure, including dismissal.

I hereby authorize Jefferson Transit to investigate any aspect of my prior educational and employment history and criminal record.

Furthermore I understand that if I am hired, employment with Jefferson Transit is "at will," which means that either the company or I can terminate my employment for any reason not prohibited by state or federal law. (Non-represented positions only.)

I also acknowledge that if the position which I am applying includes duties requiring a valid driver's license with a good record. I will be asked to provide a record, at my expense, if my application is advanced in the review and screening process.

I also acknowledge that Jefferson Transit is a Drug Free workplace and that any offer of employment is contingent upon submitting to a pre-employment drug and alcohol test. In addition, if the job I am applying for is safety sensitive, I acknowledge that I may be selected for random drug and alcohol testing in accordance with all applicable FTA regulations.

Signature: _____ **Date** _____

Jefferson Transit complies with the Employee Polygraph Protection Act.

An employee or prospective employee must be given a written notice explaining the employee's or prospective employee's rights and the limitations imposed, such as prohibited areas of questioning and restriction on the use of test results. Among other rights, an employee or prospective employee may refuse to take a test, terminate a test at any time, or decline to take a test if he/she suffers from a medical condition. The results of a test alone cannot be disclosed to anyone other than the employer or employee/prospective employee without their consent or, pursuant to court order, to a court, government agency, arbitrator or mediator.

Do not write below, for office use only:
Date & Time Received: _____

FIXED ROUTE OPERATIONS MANAGER

SUPPLEMENTAL QUESTIONNAIRE

Name _____

Answer the following questions, using as many pages as you need, and include it/them with your application materials. Be sure your name is on each page.

1. Describe your knowledge and experience with transit or public transportation agencies:

2. Describe your communication skills, including written, oral, reports and presentations:

3. Give an example of your ability to collaborate and work on a team for a special project:

4. Describe the elements to consider when developing a new product or service for your customers. How will you create a scope or plan that meets the customers' needs yet be the most efficient, cost-effective and in the best interest of the company or agency?

5. Please describe one or two examples of a project and/or developing a plan, which involved working with others.

6. Describe your knowledge and/or experience with labor relations. Be sure to include any experience negotiating a collective bargaining agreement.

FIXED ROUTE OPERATIONS MANAGER

SUPPLEMENTAL QUESTIONNAIRE

Name _____

7. Describe your experience in developing, managing and adjusting program, department, agency and/or company budget. Include the total amount of the budget, number of employees, and if there multiple components:

8. Describe experience in making presentations involving public speaking:

9. Describe your management style, including the number of employees you've supervised. Do you have second line or higher experience? What styles do you use and find most effective?

10. Describe a problem you've dealt with in your career and what methods you used to address the issue:

11. Do you have experience and/or knowledge working with DOT, FTA and/or ADA?



63 Four Corners Road, Port Townsend, WA 98368

The information requested below will be used for statistical purposes only as required by the Equal Opportunity laws and regulations. The information requested is voluntary and confidential.

Thank you for helping evaluate the effectiveness of our equal opportunity effort.

Name _____

Position Applied For _____

- Ethnicity**
- HISPANIC or LATINO
 - BLACK or AFRICAN AMERICAN
 - ASIAN AMERICAN
 - NATIVE HAWAIIAN or OTHER PACIFIC ISLANDER
 - AMERICAN INDIAN or ALASKA NATIVE
 - WHITE
 - MULTIRACIAL
 - I DO NOT WISH TO SELF-IDENTIFY

Sex: Female Male I do not wish to self-identify

Are you disabled? Yes No

Are you a veteran? Yes No Are you a disabled veteran? Yes No

How did you learn about this position? Please identify source:

- Newspaper (specify) _____
- Internet website (specify) _____
- Referral/Friend/Relative (specify) _____
- Worksource Website or Office (specify) _____
- Radio Advertisement (specify) _____
- Walk-in _____
- Other specify) _____

Customer Service (360) 385-4777

Administrative Offices (360) 385-3020

www.jeffersontransit.com

JEFFERSON TRANSIT AUTHORITY (JTA)

Position Description

POSITION TITLE: Fixed-Route (FR) Operations Manager

SUPERVISOR: General Manager

SCOPE OF RESPONSIBILITY

Under the direction of the General Manager, this position manages JTA's Fixed-Route Service. The incumbent in this position works in partnership as a team member with JTA's Mobility (MOB) Operations Manager. Both managers are required to be familiar with the duties of the other's position and able to lead and direct the programs in the other's absence. Both managers collaborate on performance management, corrective/disciplinary actions, recruitment and selection.

This manager ensures day-to-day transit services are on the street and functioning according to schedule in a safe and efficient manner. The FR Operations Manager shares responsibility for the development and overall administration of the annual Transit Services section goals, objectives and operational parameters with the MOB Operations Manager. The FR Operations Manager works in collaboration with the MOB Operations Manager providing feedback regarding development and planning of service that will form the basis of the Transit Services section's operating budget. Within that budget, both Operations Managers must establish the following: Staffing levels; systems design and implementation, regulatory compliance, personnel scheduling, data collection and records management, and all other functions related to providing quality, day-to-day transit services.

Duties include: strategic development, planning, coordination with a variety of external groups, and implementing community outreach activities necessary to provide information regarding JTA's services and programs to a variety of audiences.

ESSENTIAL FUNCTIONS

- Supervises and manages Jefferson Transit Olympic Connection operations, Transit Services drivers, Safety & Training Supervisor and Field Supervisors.
- Represents Jefferson Transit at community meetings and regional conferences.
- Monitors performance of the Transit Services department.
- Prepares all necessary reports relevant to the functions of Transit Services.
- Establishes and maintain relationships with supervisory personnel from neighboring transit agencies, as well as other relevant public agencies (WSDOT, Public Works, School Districts, etc.).
- Determines method, means and number of personnel by which operations and services are conducted in the most efficient method possible, while maintaining budgetary and regulatory restraints.
- Coordinates services so that the most efficient use of personnel and equipment is achieved.
- Interfaces with other Jefferson Transit Managers in a team environment.
- Performs on-call duties as required, monitoring system operations during off-duty hours, must reside within 30 minutes of Port Townsend bus depot in order to respond to events/emergencies as required.
- Assists in union negotiations and administer grievance procedures as required.
- Arranges, prepares and conduct presentations to senior facilities, schools and community organizations as outreach to the public to expand programs and raise awareness of service availability and accessibility.
- Acts as backup to MOB Operations Manager.
- Processes weekly timecards for his/her staff and acts as backup for processing timecards or General Leave requests for the MOB Operations Manager's staff.

Planning

- The FR Operations Manager in collaboration with the MOB Operations Manager and under the guidance of the General Manager, is responsible for the planning and development of Jefferson Transit service.
- Plans and implements changes in service under the guidelines of JTA 20 Year Long Range Plan and implements service in accordance with JTA's Service Change policy.
- Notifies and works in collaboration with other transit agencies on changes that could affect connections.
- Coordinate services and service availability between Jefferson Transit and other agencies, both public and private, to move passengers efficiently from point to point.
- Oversees printed transit schedule updates and updates to Google Transit.
- Maintains/tracks/analyses JTA daily ridership, prepares report and keeps JTA management team apprised of trends.

Other

- Respond to telephone and written inquiries as well as referrals from adjacent transit systems.
- Acts as backup to MOB Operations Manager
- Assist in union negotiations and administer grievance procedures as required.
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- High school diploma or GED required and five years progressively responsible supervisory and/or managerial experience. Experience in transit and/or operations with at least two-year supervisory experience in both fixed route and demand response preferred.
- Requires ability to use tact, discretion, and courtesy in interdepartmental, Board of Director, and public contacts
- Requires the ability to work under pressure situations, deadlines, and maintain confidentiality of working information
- Uses independent judgment and personal initiative
- Experience in planning and/or project management
- Demonstrated ability to lead others
- Ability to research laws, regulations (federal, state and local), and collective bargaining agreement to determine compliance requirements
- Excellent written and oral communications skills with the ability to prepare clear and concise reports
- Proficiency in Microsoft office, including Word, Excel, and Outlook
- An acceptable driving record and valid driver's license

SPECIAL REQUIREMENTS

- Must pass a pre-employment substance abuse test as a condition of employment. This position is not considered safety-sensitive, as defined by the Federal Transit Administration (FTA), thus it is not subject to random drug and alcohol testing. However, under the authority of Jefferson Transit's Substance Abuse Policy and Drug & Alcohol Testing Program, this position is subject to all other types of substance abuse tests as described in the policy.
- If selected for the position, documentation of United States citizenship or an alien lawfully authorized to work in the United States will be required to establish identity and work authorization in accordance with the employer's obligation under the Immigration Reform and Control Act of 1986.

The ideal candidate will have knowledge, skills and/or experience:

- Five years progressive experience in transit and/or operations with at least two-year supervisory experience in both fixed route and demand response
- AA Degree in Business Administration or Equivalent, or higher
- Commercial Driver's License (CDL) with Class B passenger endorsement
- Customer/public relations and personnel management.
- Principles of public relations, marketing, and advertising; public speaking techniques; and knowledge of JTA policies, procedures, and practices.
- Knowledge and experience in public transit, including the delivery of fixed-route and ADA paratransit services.
- Knowledge of service planning design, implementation and management of hours on a system wide basis.
- Understanding of transit/travel patterns and service delivery models.(example: frequency vs coverage area)
- Knowledge and experience of the Americans with Disabilities Act (ADA) and its specific applications to public transportation.
- Ability to analyze data, define problems, identify potential solutions, develop implementation strategies and evaluate the outcome.
- Experience in customer service and proven ability to deal courteously and tactfully with the public and to interact effectively with members of the public, elected officials, Federal, State, local agency representatives and community organizations.
- A high degree of computer literacy, including competency in Excel spreadsheets, databases, and Microsoft word processing software, geographic information system software.
- Knowledge of transit reservations scheduling software
- Experience in rural transit is preferred.
- Ability to work effectively and cooperatively with other employees, supervisors and the general public.

WORK SCHEDULE

Full-time standard workweek (40 hours) during normal business times. Hours may vary according to work schedules and tasks to be accomplished with evening and weekend work necessary at times to accomplish the duties of the position as determined by the immediate supervisor.

SALARY & BENEFITS

Wage and benefits based on the Jefferson Transit's Non-Represented Staff Policy.

This position is an exempt position, as defined by the Fair Labor Standards Act (FLSA).

PHYSICAL DEMANDS:

(Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%)

Sitting:	Continuously, sitting at a desk, and in meetings
Standing/Walking:	Frequently
Driving:	Occasionally, as may be necessary
Lifting/Carrying:	Occasionally, up to 35 pounds
Bending/Squatting/Kneeling:	Occasionally
Pushing/Pulling:	Occasionally
Reaching:	Occasionally
Twisting:	Occasionally
Talking/Hearing:	Frequently, communicating with customers and staff in person, and by telephone
Wrist/Fine Finger Manipulation:	Frequently, when typing at a keyboard and writing

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Jefferson Transit is an equal opportunity employer (EOE) and does not discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veteran's status, disability status, sexual orientation or any other basis prohibited by federal, state or local law. Please contact Julie Ryan, EOE Officer you need accommodation in order to participate in the application process at 360.385.3020, ext. 119