

Ventura County Transportation Commission
Job Description

Program Manager – Regional Transit Planning

Definition

Under general supervision, plans, organizes, implements, and manages the Agency's transit dependent programs, including the accessibility program, disabled identification and service authorization, and community outreach; manages the contract with the disability identification and review provider; manages the Jobs Access Reverse Commute and the New Freedom Programs; provides staffing and support to the disability certification committee; represents the Agency on matters relative to the accessibility program; and does related work as required.

Distinguishing Characteristics

This single-position classification reports to a department head and is characterized by its independent responsibility for managing a wide variety of transit dependent programs, including paratransit and other services for disabled and elderly patrons. This position exercises independent judgment and discretion in formulating, managing, and overseeing the programs. It is distinguished from the next higher level position of department head, in that the later has greater responsibility for a wider variety of programs and functions.

Typical and Important Duties

Duties may include, but are not limited to, the following:

- Manages, plans, coordinates, and implements programs, services, and projects for disabled and other special ridership groups in compliance with federal, state and local requirements; oversees the disability certification application process for special patrons; manages the contract with the provider who provides eligibility determination services; meets with patrons to discuss services, needs, and eligibility for the program; approves or denies applications for service based on federal guidelines.
- Manages the federally mandated Jobs Access Reverse Commute and the New Freedom programs; reviews legislation and requirements; develops Agency program; coordinates efforts.
- Keeps up-to-date with disability transit requirements; reviews regulations and procedures, and develops appropriate policies and programs; keeps transit providers updated with requirements for the disabled.
- Disseminates information about accessible transit services; makes presentations on disability services and paratransit programs to a variety of schools, civic organizations, public agencies, and private organizations.
- Serves as staff to the disability certification committee; prepares agendas and other documents; provides research, statistics, and other data about services; speaks with patrons denied eligibility to explain the reasons; provides information on the appeals process; submits appeals to the committee.

- Oversees the senior transit tickets, ensuring compliance with regulations and rules.
- Advises other public agencies in the grant application process for specialized transit (5310) disability programs grants; reviews and scores applications; identifies problems and makes recommendations for change.
- Represents the Agency in meetings with other governmental agencies; makes presentations before commissions, boards, professional organizations, business organizations, community organizations, and the general public.
- Develops and administers program budget; oversees expenditures.
- Performs related duties and responsibilities as assigned.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience: Five years of progressively more responsible transportation-related customer service experience, including at least two years working with transit dependent or contract management programs.

Training: A bachelor's degree from an accredited college with major coursework in business administration, public administration, social services, political science, public policy, environmental studies, transportation planning, or a related field.

Job-Related Qualifications

Knowledge of:

- Principles, techniques, and methods of coordinating services and programs designed to meet the special needs of transit dependent patrons.
- Applicable local, state, and federal laws and regulations, including the Americans with Disabilities Act as it relates to transit.
- Report preparation and record keeping techniques.
- Governmental procurement and contracts management requirements.
- Standard administrative practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Records management principles and practices.
- Budget preparation and management.
- Meeting noticing and agenda setting requirements for public meetings.
- Public record acts and Roberts Rules of Order for legislative bodies.

Ability to:

- Listen carefully, understand concerns or viewpoints presented, and respond clearly with sensitivity and compassion.
- Publish and distribute a wide variety of informational pamphlets and bulletins.
- Analyze issues, develop a positive course of action, and follow through on its implementation.
- Demonstrate sound professional judgment, reason logically, and think creatively.

- Research and interpret applicable federal and state rules and regulations as well as Agency policies.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Prepare and present clear, effective, and accurate reports, correspondence, policies, procedures, and other oral and written materials.
- Make effective public presentations.
- Use initiative, discretion, and sound independent judgment within policy and procedural guidelines.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Represent the Agency effectively in contacts with elected and other officials, representatives of other agencies, and the public, occasionally in situations where relations may be difficult or strained.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Work in a safe manner following correct Agency safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Using a personal computer and associated applications.
- Rapid note taking and accurate transcription of own notes.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- A valid appropriate California driver's license may be required.
- Maintain a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills, abilities, and work environment:

Physical Skills: Able to use standard office equipment, including a computer and other electronic equipment; arm, hand, finger, wrist, leg, or foot motion repetitively; firmly or lightly grasp items as needed; sit, stand, walk, kneel, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials, a computer screen, and to work in a typical office environment; hearing and speech to communicate in person, over the telephone, and to make public presentations; lift and carry 30 pound boxes, files, and materials.

Ability to: Travel to different sites and locations; drive safely to different sites and locations; occasionally works protracted and irregular hours and evening meetings or work unusual hours for meeting attendance or participation in specific projects or programs.

Work Environment: Mobility to work in a typical office setting and to periodically work in a field setting.

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Revision Dates:	December 2009
Former Titles:	
Status:	Exempt/Mid-management
ADA Review:	
DOT:	No
Physical:	No