

**Date Posted:**  
**12/20/2021**

**Job No: 21-522**

**FORT BEND COUNTY**  
**DEPARTMENT: PUBLIC TRANSPORTATION**  
**JOB TITLE: OPERATIONS MANAGER**

**JOB SUMMARY:**

Responsible for the planning, implementation, evaluation, documentation and budgeting of contracts and services. Participates in planning of programs, policies or objectives for own work group and department.

**DUTIES & RESPONSIBILITIES:**

Reviews daily and monthly ridership data to troubleshoot and/or investigate results from anomalous, missing, or irregular data; Synthesize ridership and operational data with other datasets which may represent influencing factors, such as census or economic data or fare changes; Prepares narrative reports on ridership trends and/or forecasts, service productivity, fare or service change impacts or other similar/related topics; Ensures the appropriate data and documentation was collected and submitted for monthly, quarterly or annual reports and/or budgets, audits and review by County, State, and Federal agencies. 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. Prepares necessary documentation for bus service, ambassador program, and vehicle procurements. Participates in third-party contractor site visits. Researches best practices for third-party contracted services to maximize productivity, quality, and cost-effectiveness; Researches, interprets, and verifies compliance of various Federal, State, and Local requirements as it relates to transit operations; Assists with public hearings or public meetings in accordance with department's Public Participation Plan. Participates in the development, maintenance, and implementation of the department's safety program as issued by the Federal Transit Administration (FTA). Responsible for investigation of accidents and incidents, overall safe and efficient operations of the bus fleet, effective service to riding customers, system safety and security monitoring; Responsible for the development, implementation, and maintenance of the Vehicle Replacement Plan (recommendation for new and replacement of vehicles) based on existing and projected requirements; Participates in the development, maintenance and implementation of the department's Transit Asset Management Plan; Develops, implements and maintains the departmental Operations Standards. Ensures maintenance is accurately recorded and monitored regularly. 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. Directly supervises the department's Operations Supervisor and indirectly supervises operations staff; 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; Investigates, prepares and conducts counseling, disciplinary and/or termination actions as required. 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. 5 years of job related experience. Proven proficiency with both oral and written communication skills. Strong math and/or accounting and management skills. Organizational skills and the ability to complete multiple tasks a must. Strong interpersonal skills and the ability to deal effectively with the public, other employees and elected officials. Proficient in Word, Excel, E-Mail, and PowerPoint. Bilingual (English/Spanish) preferred.

**SALARY RANGE:** Professional/Management Grade 13, \$2,532.00 - \$3,050.40 biweekly based on qualifications

**CLOSING DATE:** Upon filling position

**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](http://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](http://www.fortbendcounty.jobs)**