



NORTH
CENTRAL
RTD

Blue
bus

North Central Regional Transit District (NCRTD) **TRANSIT OPERATIONS MANAGER** *Recruitment Announcement*

About NCRTD

Celebrating 20 years of service in 2024, The North Central Regional Transit District began service in 2007. With headquarters in Española, New Mexico, The North Central Regional Transit District Blue BusT connects communities, pueblos, and tribes across 10,000 square miles throughout north central New Mexico, serving residents in Santa Fe, Rio Arriba, Taos, and Los Alamos counties as well as eight Northern Pueblos and the Jicarilla Apache Nation. Additional services connect communities in San Juan, Mora, and San Miguel Counties. The District operates 29 routes, with a mix of fixed-routes, on-demand MyBlueT, an app-based ridesharing service, and free paratransit/ADA services for medically qualified riders. Further expanding its reach, the Blue Bus provides riders with connections to New Mexico Rail Runner, Santa Fe Trails, NMDOT Park and Ride, Los Alamos Atomic City Transit, Po' Pay Messenger Service and Red River Miner's Transit. All buses are ADA accessible and equipped with bicycle racks. Bus services are fare free and the MyBlueT rideshare fare is \$1 per one-way trip.

MISSION STATEMENT

The mission of the North Central Regional Transit District is to improve communities' quality of life by providing a resilient, equitable, and effective public transportation system.

VISION STATEMENT

To be a mobility leader connecting people, communities, and the region through seamless, integrated, and innovative mobility options for the betterment of our region.



KARRAS
CONSULTING

1802 BLACK LAKE BLVD SW, SUITE 101 • OLYMPIA, WA 98512 • 360-867-1410 • KARRASCONSULTING.NET



About the Position

The Transit Operations Manager reports to the Deputy Executive Director of Operations and leads the staff and activities of the Operations Division. This position directs the day-to-day delivery of transportation services for fixed route, express, commuter, and microtransit (MyBlue).

Additional responsibilities of the Transit Operations Manager include:

- Ensures the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to the Transit Operations Director in areas of expertise; and performs related work as required.
- Plans, manages, and oversees the daily functions, operations, and activities of transit operations, including the day-to-day delivery of transportation services for fixed route, express, commuter, and microtransit (MyBlue).
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Coaches employees to address challenges.
- Conducts operator behind-the-wheel assessments; reviews daily work schedule to ensure operators have enough time for resting and recovery between scheduled work assignments; ensures proper route coverage with minimal overtime impact.
- Assists with opening and closing supervisor duties when needed; provides route coverage during periods of staff shortages.
- Manages and administers fixed route operator scheduling, Intelligent Transit system software, timekeeping software, scheduling and microtransit services software.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services, as assigned; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in transportation service delivery and planning; researches emerging products and enhancements and their applicability to District needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Ensures staff compliance with District and mandated safety rules, regulations, and protocols.



The Ideal Candidate

NCRTD is seeking a strong and dynamic leader with in-depth knowledge of transit operations. The successful candidate will be an excellent communicator who possesses strong leadership skills; high emotional intelligence; and is a strong contributor to a culture of team and customer service excellence.

In addition, the Transit Operations Manager will possess the following:

- Leadership skills and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Knowledge of applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs.
- Experience with contract administration and management.
- Experience with operation principles, methods, systems, and traffic regulations to be used in implementing an efficient, safe, and dependable transit program.
- Experience in developing and delivering public transportation training programs.
- Transit system operations experience including routing and scheduling.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively working with the public, vendors, contractors, and District staff.
- Understanding and ability to interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Ability to use prudent judgment and common sense in making quick, safe decisions and adapt to constantly changing operating environments.
- Ability to effectively represent the division and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.



Desirable Qualifications

A Bachelor's Degree in Public or Business Administration or related field and five years of increasingly responsible experience in the management or administration of a regional or local transit system, of which three years should be in a supervisory capacity or an equivalent combination of education and experience sufficient to meet the requirements of this position.

Licenses and Certifications

- Possession of, or successful acquisition within six (6) months of employment, a valid State of New Mexico Commercial Driver's License (CDL-A or B) with (P) endorsement and airbrake certification, to be maintained throughout employment.
- Must obtain and maintain all other endorsements/clearances required by the Department of Motor Vehicles (DMV) and Department of Transportation (DOT) medical certification throughout employment.

Salary and Benefits

The salary range for this position is \$76,527 - \$115,562. The salary offered will depend on experience and qualifications. NCRTD offers a generous benefit package including annual merit based increases, medical/dental/vision, a competitive pension program, life and disability insurance, paid holidays, Paid Time Off and cell phone reimbursement.



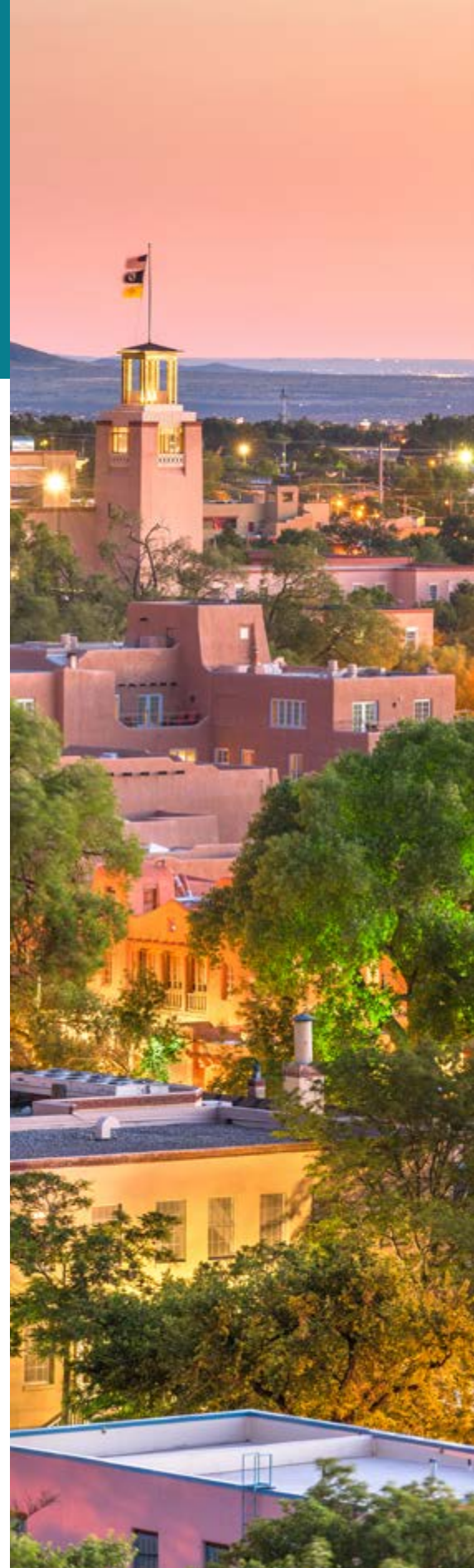
APPLICATION PROCESS

Persons interested in this position must submit a cover letter and a current resume.

If you have questions regarding this announcement, please call Marissa Karras at 360-956-1336. The position will remain open until filled; however the screening process will move quickly. Please submit your application materials as soon as possible by visiting www.karrasconsulting.net and clicking on “view open positions.”

About the Region

The region served by NCRTD is one that inspires artists and outdoor enthusiasts alike. The highlights of this slice of northern New Mexico are varied from, the mountain landscapes, to natural hot springs and wild rivers. It's known for the artists who have worked for generations in Santa Fe and Taos, and the entrancing landscapes they made famous. Native American pueblos dot the region, and world class ski areas draw visitors for year-round recreation. Nature is your playground, with plentiful outdoor recreation opportunities, sunny days and a mild high desert climate.



NCRTD Values Professional Excellence

- Neighborly
- Communication
- Respectful
- Trustworthy
- Dedicated



NCRTD Professional Standards

At North Central Regional Transit District, we offer services as a team of respectful, qualified professionals. Our customers come first. They are our neighbors.

To accomplish our mission while living our values, we believe that the following Professional Standards are crucial for you to embody if we are going to be a match as employer and employee.

You have an important professional role to play in NCRTD. *To fill that role, all employees are expected to practice the following attitudes and behaviors while at work.*

- Remain a professional, balanced, respectful, problem-solver, even under stress or when out of your comfort zone.
- Demonstrate trustworthy behavior and speech (personal integrity and professional competence, do what you say you will do, be dependable, be accountable, act as a contributing member of our professional team).
- Show respect for coworkers and customers (be attentive, recognize others' contributions and concerns, maintain the dignity of all people, empathize, honor differences, build rapport when possible and forgiveness where necessary).
- Keep a positive, "can do" attitude toward tasks, coworkers, management and customers. Communicate coherently (listen to understand, speak to be understood, no blaming, ask questions).
- Demonstrate flexibility in the face of changes and new ideas (understand why changes are being made, ask questions about them when necessary, give them a chance and offer feedback where appropriate).
- Be a steward (1) of our organization's resources (avoid waste, suggest cost saving ideas, take care of things by keeping them clean and the area safe); and (2) of your personal career (identify one or two areas of growth, learning or certification to pursue every year).

The North Central Regional Transit District is an Equal Opportunity Employer and will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, use of domestic abuse leave or genetic information.

The District is also committed to providing proper access to services, facilities, and employment opportunities. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance.