



OPERATIONS MANAGER

About Island Transit

Island Transit has provided public transportation to the Island County community since December 1, 1987. Service started with a small system that provided fixed route service moving 161 riders on the first day of service and has evolved into a countywide system providing bus service to riders commuting to work or school, traveling to businesses, accessing services, or connecting to ferries and neighboring transit systems. Today Island Transit provides a full suite of transportation services including fixed, paratransit and on-demand, and rideshare services.

Island Transit is governed by a Board of Directors who collectively provide financial oversight and policy guidance. The Board is made up of seven members: six elected officials who are appointed by their jurisdictions, and one non-voting labor representative. The Board of Directors includes:

- Three Island County Commissioners
- One elected official from the City of Oak Harbor
- One elected official from the Town of Coupeville
- One elected official from the City of Langley
- One labor representative (non-voting)



Mission Statement

The mission of Island Transit is to provide safe, accessible, convenient, and friendly public transportation services that enhance our Island quality of life.



About the Position

The Operations Manager reports to the Executive Director and plans, organizes, manages, and provides direction and oversight for all functions and activities of the Operations Department. In addition, the Operations Manager serves as a strategic thought leader to the Executive Director by bringing to bear an experienced based perspective, a genuine curiosity about key issues and by offering a range of listening and questioning skills.

Additional responsibilities of the Operations Manager include:

- Ensures accurate, appropriate and timely information-sharing with internal and external stakeholders, including the Board of Directors, the Executive Director, the Leadership Team, and other departments; influences and garners support for key initiatives from internal and external stakeholders.
- Inspires confidence, trust and consistently high achievement in staff through effective leadership and interpersonal behavior; fosters a culture of innovation and efficiency; actively participates in human resources decision-making within the department.
- Serves on the negotiating team to negotiate labor contracts; works collaboratively with the union to resolve issues at the earliest possible stage; works in partnership with the Human Resources Manager to resolve division grievances, arbitrations and other complaints related to the collective bargaining agreement.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures.
- Selects, trains, mentors, motivates, and directs Department staff; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations.
- Participates in and makes presentations to the Board of Directors.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of passenger transit services.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Executive Director.
- Works with Service Planning Manager on route and scheduling planning. Contributes to the development and optimization of routes and schedules to ensure efficient resource utilization while meeting customer needs.
- Oversight of Dispatch Supervision. Monitors and manages the dispatch of transit vehicles, adjusting routes and schedules as needed to ensure on-time service.



The Ideal Candidate

Island Transit is seeking a decisive, proactive and collaborative senior transit leader with an inclusive style and action orientation. The successful candidate will possess a demonstrated ability to effectively articulate and implement strategic plans. Candidates should have a proven record of success as a senior leader of a service delivery/operations division in a transit agency. Significant prior experience interpreting and implementing complex policies and procedures, managing budgets, and ensuring compliance with applicable laws and regulations is also essential.



Core-Competencies

- ***Inspiring and Courageous Leadership:*** Ability to inspire, persuade, engage, speak straightforwardly about complex transit issues, make tough decisions and take difficult actions. Display balanced thinking that combines analysis, wisdom, experience and perspective. Produce data-driven decisions that withstand the “test of time”.
- ***Creativity and Innovation:*** Ability to generate new, innovative and visionary approaches to transit systems that are effective and responsive. Bring a perspective on emerging and leading transit trends and best practices.
- ***Build a Talented, Effective Team:*** Hire, mentor, develop, retain, and manage a diverse staff. Assemble and reinforce a cohesive, dedicated, highly effective inter-disciplinary team. Ability to lead a team through change processes.
- ***Business and Management Acumen:*** Ability to strategically manage human, financial and information resources. Streamline and remove processes that do not bring value. Measure success based on results. Set high standards of performance, using accountability measures and benchmarks to track progress.
- ***Cultural Competency:*** Focus on equity in ways that enable effective working relationships in diverse communities and cross-cultural situations. Uses an equity lens to analyze the impact of policies on underserved and marginalized individuals and groups to identify and eliminate barriers.
- ***Partnering:*** Build alliances and collaborate across boundaries to create strategic relationships. Inspire action without relying solely on authority. Perceive the complexity of situations quickly.
- ***High level*** of integrity, ethics, transparency, and responsiveness.
- ***Commitment to the Environment:*** Dedicated to creating a sustainable transit system that focuses on prevention, mitigation, and adaptation.
- ***Commitment to Safety:*** Dedication to a transit system that is safe, efficient, and accessible to all ages and abilities.
- ***Problem Solving:*** Address and resolve transportation-related issues, such as delays, damage to equipment, etc.



Desirable Qualifications

A bachelor's degree and five years of increasingly responsible leadership experience including three years of supervisory experience in a transit agency including experience working in a union environment or an equivalent combination of education and experience sufficient to meet the requirements of this position.

Salary and Benefits

The salary range for this position is \$113,226 - \$169,828. The top of the hiring range is \$150,000 and will depend on experience and qualifications. Island Transit offers a generous benefit package including regular COLA and pay increases, employer paid medical/dental/vision, Public Employees' Retirement Plan (PERS), Deferred Comp Retirement Plan with match, life and disability insurance, paid holidays, paid time off, fitness room and paid training opportunities. Relocation assistance is available for this position.

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 but no later than May 29, 2025 by visiting www.karrasconsulting.net and clicking on “view open positions.”

Island County – A Beautiful Place to Live, Work & Play

Nestled just north of Seattle along Washington’s scenic inner coast, Island County offers a truly unique lifestyle surrounded by natural beauty and vibrant communities. The county is made up of two large, inhabited islands—Whidbey and Camano—and several smaller uninhabited islands that dot the Puget Sound. Whidbey Island, the largest island in the state, is home to the historic county seat in Coupeville and to Island Transit’s headquarters. The county’s largest town, Oak Harbor, is a hub of activity and hosts the U.S. Naval Air Station, the region’s primary employer.

Island County blends small-town charm with access to big-city opportunities. Many residents enjoy a peaceful island lifestyle while commuting to the greater Seattle area via a short ferry ride, taking advantage of the region’s robust job market.

Life on Whidbey and Camano Islands is rich with natural wonders and outdoor adventure. From lush forests and scenic shorelines to charming seaside towns and a strong sense of community, Island County is a place where nature and neighborliness go hand in hand. Whether you’re hiking, kayaking, enjoying local art, or simply soaking in the views, you’ll find endless opportunities to connect—with the land, with others, and with a lifestyle that feels both relaxed and inspired.

