

STAFF REPORT

SUBJECT: Reclassification of Manager of Customer Service and Contract Oversight to
 Director of Operations and Innovation

FROM: Michael Tree, Executive Director

DATE: March 2, 2020

Action Requested

Approve reclassification and job title change of Manager of Customer Service and Contract Oversight to Director of Operations and Innovation

Background

Currently, LAVTA’s Manager of Customer Service and Contract Oversight oversees the fixed route and paratransit contracts, the shared autonomous vehicle contract, the TNC contracts, and the customer service and IT teams. Recently, the agency was notified that it will have a vacancy in the Manager of Customer Service and Contract Oversight position effective March 13, 2020.

Discussion

The LAVTA management team has met to discuss the job classification, salary range and job description and recommends that a change in the job classification from Manager of Customer Service and Contract Oversight to Director of Operations and Innovation will better reflect the level of expertise, years of experience and oversight required with the position, and, in general attract a more qualified pool of applicants. The change in the monthly salary band from the reclassification will be as follows:

Manager of Customer Service and Contract Oversight \$7,992 - \$11,190

Director of Operations and Innovation \$9,592 - \$13,426

Recommendation

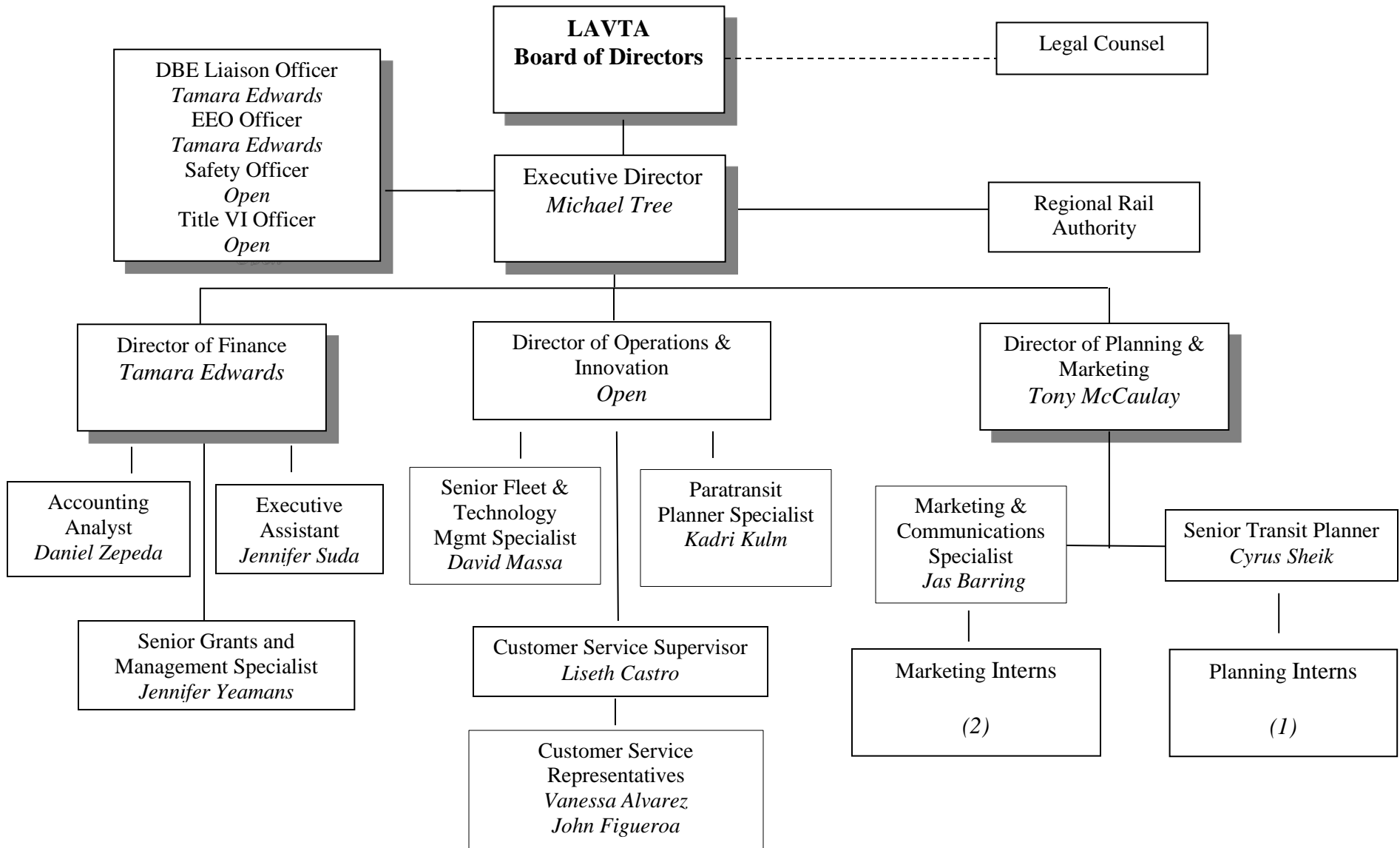
Approve reclassification and job title change of Manager of Customer Service and Contract Oversight to Director of Operations and Innovation

Attachments:

1. LAVTA Organizational Chart with Job Classification incorporated
2. Job description of Manager of Customer Service and Contract Oversight
3. Job description of Director of Operations and Innovation

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

Organizational Chart



Behavior

The employee shall work well under pressure meeting multiple and sometimes competing deadlines. The employee shall at all times demonstrate cooperative behavior with colleagues, supervisors, contract service provider, and the public.

KNOWLEDGE/SKILLS REQUIRED BY POSITION

Skills & Abilities:

Ability to think strategically and proactively;
Ability to lead and coordinate projects;
Ability to make effective public presentations;
Ability to communicate effectively, both orally and in writing;
Ability to obtain public acceptance of the Authority;
Ability to motivate staff;
Ability to recognize business problems, develop alternatives, and implement viable solutions;
Ability to prepare and monitor departmental operating budget.

Knowledge of:

Knowledge of Project Management principles and demonstrated experience in project delivery, meeting scope, schedule, budget, and quality requirements;
Transit planning principles;
Information technology resources;
Relative location of cities, basic geography and prominent landmarks of the Wheels service area.

ORGANIZATIONAL RELATIONSHIPS

Position reports directly to:

Executive Director

Position supervises:

Paratransit Planner Specialist
Senior Fleet and Technology Management Specialist
Customer Service Supervisor and two representatives

Position coordinates with:

All Authority staff, particularly department directors
Maintenance and Operations Contractor staff
Vendors and the public

QUALIFICATIONS

Bachelor's degree in Transportation Planning, Business Administration, Communication, Planning, or related field. The position requires 3-5 years of experience in passenger transportation. Project and/or Contract Management experience desirable.

LIVERMORE/AMADOR VALLEY TRANSIT AUTHORITY

POSITION DESCRIPTION

POSITION Director of Operations and Innovation

CLASSIFICATION Exempt

POSITION DESCRIPTION

The Director of Operations and Innovation reports to the Executive Director and under his/her direction oversees and manages customer service at the agency and the fixed route and paratransit contracts, in addition to innovative service contracts. The position also oversees paratransit and IT specialists and is a key member of the management team.

SPECIFIC DUTIES AND RESPONSIBILITIES

45% *Operations Oversight*

- Oversee contractor service performance monitoring to ensure the performance and quality assurance standards set forth in the contract/solicitation are met.
- Oversee contractor compliance monitoring regarding maintenance of rolling stock and facilities operated and/or maintained by contractors to ensure compliance with agency and FTA requirements.
- Monitor contractor compliance with Title VI, EEO, ADA, drug testing regulations and contractor safety program.
- Ensure accuracy with contractor billing and reporting.
- Perform formal performance reviews at least quarterly, with documented corrective actions.

25% *Innovation*

- Explore and provide recommendations to the management team on innovative services and products that can be implemented, and that will prepare the agency to lead discussions on the evolving public and private roles in transportation services, both short and long-term.
- Manage projects such as the shared autonomous vehicle and the GoDublin project with transit network companies.

15% *Customer Service Team*

- Oversee the customer service team to ensure courteous and responsive information is provided promptly to customers.
- Provide daily reports on customer service issues and their resolution to the management team, and monitor contractor response in taking corrective actions.
- Addresses and resolves complex or escalated customer complaints and concerns.

15% *Paratransit and IT Specialist Oversight*

- Manage Paratransit Planner Specialist, to include the application, assessment, and introductory process for paratransit customers.

- Manage Fleet and Technology Management Specialist to ensure products and rolling stock are deployed timely and are responsive to customer and agency needs.

Behavior

The employee shall work well under pressure meeting multiple and sometimes competing deadlines. The employee shall always demonstrate cooperative behavior with colleagues, supervisors, contract service provider, and the public.

KNOWLEDGE/SKILLS REQUIRED BY POSITION

Skills & Abilities:

Ability to think strategically and proactively;
Ability to lead and coordinate projects;
Ability to make effective public presentations;
Ability to communicate effectively, both orally and in writing;
Ability to obtain public acceptance of the Authority;
Ability to motivate staff;
Ability to recognize business problems, develop alternatives, and implement viable solutions;
Ability to prepare and monitor departmental operating budget.

Knowledge of:

Knowledge of Project Management principles and demonstrated experience in project delivery, meeting scope, schedule, budget, and quality requirements;
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ORGANIZATIONAL RELATIONSHIPS

Position reports directly to:

Executive Director

Position supervises:

Paratransit Planner Specialist
Senior Fleet and Technology Management Specialist
Customer Service Supervisor and two representatives

Position coordinates with:

All Authority staff, particularly department directors
Maintenance and Operations Contractor staff
Vendors and the public

QUALIFICATIONS

Bachelor's degree in Transportation Planning, Business Administration, Communication, Planning, or related field. The position requires 5 years of experience in passenger transportation. Project and/or Contract Management experience desirable.