

**PUEBLO OF LAGUNA
JOB ANNOUNCEMENT NO. 2018-68**

OPEN TO IN-HOUSE and EXTERNAL APPLICANTS

POSITION: Transit Program Manager
OPENING DATE: November 1, 2018
CLOSING DATE: November 13, 2018
DEPARTMENT: Community Health & Wellness / Transit Program
SALARY RANGE: E-13; \$38,421 - \$57,632

Position Summary:

Under general supervision of the Director, plans, organizes, and supervises activities and services of the Pueblo's transit program. Ensures compliance with applicable public transportation regulations. Consistently applies the Pueblo's Core Values in support of Workforce Excellence. Maintains confidentiality of all privileged information.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Develops and implements a strategic plan for efficient operations of the Transit Program and effective delivery of transportation services to the community.
- Establishes goals, objectives, policies, procedures in accordance with strategic plan and in compliance with Federal Transit Administration (FTA), New Mexico Department of Transportation (NMDOT), Americans with Disabilities Act (ADA), and Pueblo regulations and requirements.
- Communicates to staff program values, goals, objectives, and related activities via regularly scheduled staff meetings.
- Conducts regular customer service feedback surveys and ensures responsive follow-up.
- Investigates complaints; develops and implements resolution strategies/plans.
- Evaluates and assesses program components for compliance with established policies, procedures, and regulations and for effective service delivery.
- Develops corrective actions and/or revised procedures; ensures the implementation of revisions.
- Prepares and administers program budget; develops budget modifications; prepares required reports.
- Manages grants and contracts; researches additional funding opportunities and available grant monies for continuation and expansion of program services. Assists in the development of proposals.
- Develops required financial reports, narrative project reports, revisions to plans, and other required/requested documentation.
- Performs the duties of a Transit Driver when necessary.
- Manages fixed routes, deviated fixed routes, subscription services, and demand responsive services in compliance with applicable regulations.
- Provides daily supervision, mentors, and monitors staff for effective and safe service delivery.
- Manages staff relations by celebrating, coaching, counseling, and disciplining employees. Encourages feedback from staff for continual management improvement.
- Evaluates staff performance in a timely manner. Promotes self-responsibility and accountability.
- Develops and implements in-house and external training plans to support, develop, and expand the capacity of staff and to ensure compliance with current public transportation safety regulations and requirements.
- Ensures the daily reporting of fares collection, client demographics, and other required data, statistics, and information. Reconciles reports as required.
- Ensures the timely submission of NMDOT required financial reports and invoices.
- Manages and ensures the preventive maintenance program for transit vehicle fleet.
- Arranges agreements with third party contractors for vehicle repairs, maintenance, and servicing.
- Keeps current on relevant public transportation regulations, trends, and issues.
- Complies with federally mandated drug and alcohol policy and screening requirements, including random, reasonable suspicion, and post-accident testing.
- Maintains professional and technical knowledge by attending relevant training and workshops and establishing network with like programs.

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- Contributes to a team effort and accomplishes related results as required.
- Performs other duties as required.

Minimum Qualifications:

Valid New Mexico Commercial Driver's License (CDL) required; Passenger or Bus endorsement preferred; must maintain license throughout employment. Satisfactory completion of federally mandated drug and alcohol screening required. Associates Degree in Business Administration or transit systems related field required. Five years of experience in the transit systems field, including three years of supervisory experience, required. CTAA Certification in transit systems management or operations preferred. Fluency in the Laguna language preferred. A combination of relevant education and directly related work experience may be considered.

Background Investigation Requirements:

The Pueblo of Laguna has a Suitability Policy for background investigation processes. Every position in the government operation is reviewed and designated at one of three risk levels. The determination is commensurate with public trust responsibilities and attributes of the position which includes job duties. The Transit Program Manager is designated as a High-Risk Public Trust (HRT) position.

Type of Background Check	Required
Pre-Employment Drug Screening	X
Background Investigation (Criminal Check, Sex Offender Check, Social Security Trace, Driving Record, Civil Court Check – if applicable, Tribal Criminal Check – if applicable)	X
Employment Verification, Education / License Verification, Personal Reference Verification	X
Fingerprint Verification	X
Must Be Able to Drive a Pueblo Issued Vehicle	X
Other	

Knowledge, Skills, Abilities, and Certifications:

- Knowledge of applicable public transportation laws, regulations, ordinances, and legislation.
- Knowledge, skill, and ability in the development of strategic plans and standard operating procedures.
- Knowledge of records management and of relevant patient privacy protection laws.
- Knowledge of proper spelling, grammar, and punctuation, and math skills sufficient to carry out essential duties.
- Knowledge of occupational hazards and applicable safety practices.
- Knowledge of rules of the road and road signage.
- Knowledge and skill in basic preventative maintenance processes of program fleet.
- Ability to communicate effectively, both verbally and in writing.
- Ability to interpret applicable public transportation laws, regulations, requirements, ordinances, and legislation.
- Ability to interact professionally and maintain positive working relationships with individuals of varying social and cultural backgrounds.
- Ability to establish and maintain professional relationships with co-workers at all levels.
- Ability to maintain confidentiality, to demonstrate high moral character and self-responsibility.
- Ability to work independently and meet strict time lines.
- Ability to make solid decisions and exercise independent judgment.
- Ability to be persuasive and tactful in controversial situations.
- Ability to create and present effective speeches and presentations.
- Ability to identify and secure alternative funding or revenue sources.
- Skill in computer use, including Word, Excel, Access, and Outlook, and software unique to program.
- Skill and ability in contract compliance procedures and processes; in preparing required narrative and statistical reports.
- Skill in budget development and administration; in analyzing operational and financial reports.

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- Skill and ability in program evaluation processes and procedures.
- Skill in providing leadership to, supervising, training, and evaluating assigned staff.

Application Instructions:

- Go to www.lagunapueblo-nsn.gov and click on Employment Opportunities for application instructions and application form. **Read instructions prior to completing application form; incomplete applications will not be considered.** Resumes are encouraged but not in lieu of a complete application form.
- All hand delivered documents must be received by the Human Resources Office no later than 4:30 pm (MDT) on the closing date. All electronically mailed documents must be received by the Human Resources Office no later than 11:59pm (MDT) on the closing date.
- Application packets may be submitted by one of the following methods:
 1. E-mail to POLemployment@lagunapueblo-nsn.gov;
 2. Mail to Pueblo of Laguna Human Resources; P.O. Box 194; Laguna, NM 87026
 3. Deliver to the Human Resources Office, 22 Capital Road; Laguna, NM
 4. Fax to (505) 552-9675
- For more information, contact Clarice Chavez, at (505) 552-5785 or by e-mail at the above address.

LAGUNA TRIBAL MEMBER PREFERENCE APPLIES