



Managing Director, Bus Transportation

The Washington Metropolitan Area Transit Authority is seeking a solutions oriented decision maker to serve as Managing Director, Bus Transportation. The Managing Director is a key member of the Authority's senior management team that partners with all Authority Offices to achieve organizational objectives. The successful candidate will serve as a strategic leader with responsibility for effectively managing complex Bus service delivery and staff coordination issues and ensuring operating efficiency within three large offices: Bus Divisions, Bus Training, and the Bus Operations Control Center, which includes Street Supervision and Video Recovery.

Reporting to the Assistant General Manager of Bus Services, this individual will be responsible for the administration of all operational functions necessary for safe and reliable bus service delivery and performance oversight. This is a demanding environment of a large, diverse public transportation agency that provides over 400,000 daily passenger trips in three governmental jurisdictions (District of Columbia, Maryland and Virginia). This senior level management position is accountable for : maintaining a strong safety culture; directing the day to day operations of ten Bus Divisions; directing the overall program of Bus Operator Training (qualifying new hires and maintaining adequate staffing levels); and administering service oversight, to include management of the Bus Central Control Communications Center, (responding to all incidents/accidents and addressing on time performance), street supervisory workforce and the video recovery team (involving accident/incident investigations and Bus Operator performance) in support of a 24/7 operation. Additionally, this position monitors key performance measures and develops/implements necessary operating policies and procedures required to meet the goals of the department and of the Authority.

Other Duties and Responsibilities include, but are not limited to:

- Developing and implementing programs to reduce costs, increase employee productivity, maintain a high level of employee morale, support revenue collection and improve customer satisfaction.
- Monitoring operating performance, facilitating problem resolution, and directing efforts to achieve continual improvement in service quality. Overseeing performance analysis activities through a dedicated team and the preparation of monthly and special reports.
- Leading initiatives to ensure all Bus Transportation employees embrace the Safety Culture; implementing and monitoring compliance with the Authority's safety rules, policies and procedures; consistently communicating safety expectations; and ensuring accountability for the safety performance of the bus transportation unit.

- Advises the Assistant General Manager of Bus Services on matters which impact bus operations and formulates recommendations to address and resolve problems that arise.
- Serves as a member of the Emergency Response Team and direct operations in response to critical events, in particular severe weather.
- Oversee the performance evaluation process for all Bus Transportation staff in partnership with the Office of Human Resources.
- Ensure effective contract administration as it relates to the management of represented employees and partnering with Labor Relations to resolve grievances along with supporting the collective bargaining process.
- Formulation and recommendation of budgetary requirements, including personnel and materials to ensure sufficient resources to maintain safe and reliable operations in accordance with financial guidelines and the established annual budget. This includes monitoring expenditures to ensure budgetary controls and efficient operation.
- Participation in various community meetings and outreach activities as needed along with public hearings, meetings with other governmental entities, law enforcement, etc.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor's Degree in Public and/or Business discipline with a minimum of 10 years of increasingly responsible professional executive transportation experience in a large transit organization, with the demonstrated ability to strategically plan and implement transportation operations business development programs.

Or, a combination of post-high school education and 14 or more years of increasingly responsible professional executive transportation experience in a large transit organization, with the demonstrated ability to strategically plan and implement transportation operations business development programs.

For a more detailed posting and apply online description, please visit the website, www.wmata.com/careers; or, forward your resume to executivejobs@wmata.com

- Managing Director, Bus Transportation – Job Opening 170458

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