



POSITION DESCRIPTION FORM

POSITION INFORMATION					
Position Title	GENERAL MANAGER			FLSA Status	Exempt
Location/Base	Port Angeles, Washington			Pay Range	Not Applicable
Reports To	CTS Board	Represented Position	No	Supervision	Yes
Position Action	Establishment or UPDATE/REVISION			Effective Date	05/17/2023
ORGANIZATIONAL STATEMENTS					
<p>Mission: To enhance the quality of life, bolster mobility, and create opportunities through public transit.</p> <p>Vision: Provide customer-friendly, reliable, economical, and efficient, transportation services to encourage residents and visitors to select Clallam Transit System as an integral part of their routine transportation choices.</p>					
POSITION SUMMARY					
<p>Under the guidance of the Clallam Transit System Board, the general manager provides overall leadership and direction for all Clallam Transit System (CTS) services and resources and serves as the principal advisor to the CTS Board. The general manager serves as a positive representative within CTS's service communities, other agencies, jurisdictions, state and federal regulatory agencies, tribes, the media, citizen interest groups, and private businesses. This position establishes annual goals and objectives, short- and long-range plans, and policies under the authority of the CTS Board.</p>					
ESSENTIAL FUNCTIONS					
<p>Functional Areas: Effectively leads staff in the management and administration of the services provided by CTS. Provides leadership to staff in operations, maintenance, finance, and administrative services departments based upon clearly communicated expectations. Collaborates with the board and staff to establish organizational direction. Analyzes and evaluates performance statistics and reports to improve operations, services. Directs assigned personnel to ensure maximum utilization of resources. Serves as primary liaison to the board and transit stakeholders.</p> <p>Governance: Works under the general direction of the CTS Board. Works with the board to develop a clear vision for the future of CTS. Directs, organizes, coordinates, manages, and evaluates the services and activities delivered by CTS and ensures alignment with CTS's mission, vision, and values statements. Utilizes appropriate means to communicate CTS's legislative positions.</p> <p>Goals and Planning: Develops objectives, plans, programs, and policies for approval by the board. Develops, maintains, and implements an organizational vision that integrates key organizational goals, priorities, and values. Establishes realistic goals for staff and short- and long-term planning activities.</p> <p>Finance: Adopts and administers sound operating and capital budgets. Designs and implements short- and long-term financial plans and anticipates adjustments to the plans. Develops and implements appropriate financial strategies to maintain organizational stability. Seeks funding opportunities to support existing and enhance operations. Makes presentations regarding the current status of projects and programs; provides updates regarding the financial condition and issues affecting services and programs. Conducts grant research, preparation, and writing. Maintains a thorough understanding of eligibility for various funding sources and contracts.</p> <p>Working Relationships: Develops and maintains an atmosphere of cooperation and teamwork at all levels of CTS. Establishes and maintains effective and collaborative working relationships with the board, representatives of the public, community, and regulatory agencies. Fosters positive relationships with the public and community organizations.</p>					

Employee Relations: Designs and implements strategies that maximize employee potential and fosters high ethical standards. Advocates for workplace diversity, inclusion, and equal employment opportunities through effective policies and programs. Holds employees accountable for appropriate levels of performance.

Adds, revises or eliminates positions throughout the agency as necessary, within the agency's overall annual budgetary authority. Authorizes all employment appointments. Participates in the recruitment, selection, and onboarding of leadership personnel. Plans, directs, supervises, and coordinates all organizational departments in an efficient and effective manner to provide safe and reliable service to the public.

Leadership: Provides leadership on personnel policies and initiatives to include the negotiation and administration of collective bargaining agreements, salary/wage and benefit administration, recruitment and selection, performance evaluations, discipline, and employees' working conditions. Trains, supervises, and evaluates the performance of assigned personnel. Assigns work schedules and assignments. Coaches, counsels, and imposes discipline up to and including discharge, in accordance with applicable CTS policies, procedures, and labor agreements. Promotes diversity within the CTS. Supervises department managers to include prioritizing and assigning work; conducting performance evaluations; policy and procedure compliance; and maintaining effective employee relations and employment actions, including hiring and discipline.

Labor Relations: Serves as lead negotiator in formal labor negotiations. Oversees the administration of the labor agreement provisions. Responds to labor issues as appropriate and meets with labor union representatives regarding contract issues.

Communication: Communicates effectively with CTS personnel, public agencies, community groups, vendors, guests, and others to exchange information and resolve issues related to transit activities. Maintains ongoing communications with the CTS Leadership Team regarding current and potential issues and engages in proactive and collaborative resolutions. Provides the board with accurately detailed oral and written information concerning organizational operations, services, and activities.

Safety and Emergency Preparedness: Promotes a culture of safety and individual responsibility within CTS. Oversees the emergency response and loss control programs. Ensures collaboration with other agencies to respond and provides support during training activities and actual emergencies.

Services and Programs: Oversees procedures to routinely monitor system performance and reliability. Assists and participates in route planning analyses and evaluations, and service changes as appropriate. Monitors CTS and customer compliance of service programs. Pursues other transit program opportunities and models.

Public Relations: Attends, conducts, and participates in a variety of meetings and special events within CTS and in the community. Prepares and delivers oral presentations as requested. Positively represents CTS and serves as a liaison for CTS to ensure the highest level of transit mobility within the service area. Represents CTS and the board before local, regional, state, tribal, and federal agencies, and other interested parties, providing information and professional consultation on matters pertaining to the services and programs of CTS. Ensures timely responses and resolutions of customer inquiries, complaints, and compliments.

Professionalism: Conducts duties professionally, with the highest of ethical standards, and exercises discretion of confidential or sensitive information. Demonstrates the example of expected behavior. Develops and maintains harmonious and cooperative working relationships.

REQUIRED QUALIFICATIONS

Education and Experience:

- A bachelor's or master's degree in public administration, business administration, transportation planning, or closely related field and ten years of progressively responsible management-level experience.
- Or an equivalent combination of education and experience sufficient to successfully perform the essential functions of the general manager.

Licensures/Certifications: A valid driver's license.

Knowledge of: Management principles and methods. Principles and techniques involved with the development and maintenance of transit and transportation operational practices. Federal and state regulations relating to transportation

programs. Safety, loss-prevention, and emergency response procedures. Primary regulatory authorities of public transit systems. Budget development and control. Interpersonal skills including tact, patience, and diplomacy. Public speaking techniques and customer service skills. Union environments and labor contracts. Employment laws and regulations. Budgetary principles and practices. Grants and procurement administration principles and practices

Ability to Direct and Plan: Develop and implement effective organization goals, objectives, policies, procedures, work plans, timelines, services, and programs. Organize resources to operate a coordinated public transportation system with emphases on safety, efficiency, and responsiveness to public needs. Plan, organize, direct, and coordinate the services and resources. Set priorities and carry out plans for resolution of complex organizational issues. Plan and organize work to meet changing priorities and deadlines. Establish, interpret, apply, and explain CTS policies and revised statutory requirements and regulations. Analyze impacts of new regulations on policies and develop/modify policies, programs, and services.

Ability to Represent: Positively represent CTS and serve as a liaison to legislators, civic groups, regulatory agencies, and others in the community. Establish and maintain effective intergovernmental and tribal relationships.

Ability to Communicate: Express exceptional oral, written, and interpersonal communication skills. Read, analyze, and interpret complex information and deliver effective presentations to diverse audiences. Use tact, discretion, confidentiality, and courtesy in all interdepartmental and public contacts. Accurately maintain records. Operate a computer using electronic messaging, word processing, management information, spreadsheets, and databases with sophisticated software.

Ability to Lead: Demonstrate effective leadership skills. Create a shared vision of organizational goals and promote the commitment to excellence in service delivery and customer relations. Ability to invoke cooperation in complex organizational relations and function in a team-management environment. Understand and accept the position as professional in nature.

Ability to Supervise: Delegate responsibility and authority to leadership personnel as appropriate. Hire, train, supervise, and evaluate the performance of assigned personnel.

Ability to Make Decisions: Make accurate, timely, and sound decisions. Facilitate group decision-making. Act quickly and decisively under stressful situations in a calm, professional manner.

Other Abilities: Perform all essential functions of the position with or without accommodation. Understand and follow work rules and procedures. Follow safe work practices and identify occupational hazards. Regularly travel locally and overnight. Attend trainings and meetings. Be punctual, reliable, and maintain regular attendance.

PHYSICAL DEMANDS

Spend approximately 80 percent of time sitting at a desk or table. 20 percent of time is divided between walking and standing. Occasional lifting of up to 30 pounds may be necessary. Frequent keyboarding and telephone use. Fluency in written and spoken English. Able to converse and listen at ordinary sound levels.

WORKING CONDITIONS

Employment: Must pass a background check that may include criminal, financial, employment, and driving histories. Designated as at-will employment and not covered by the labor agreement. Must sign an employment agreement. Day and overnight travel may be required multiple times per year.

Environment: CTS is a drug and alcohol-free workplace. Duties are performed primarily in an office setting, while sitting at a desk or workstation, using standard office equipment and complex software. May occasionally work outside and be exposed to extreme weather conditions.

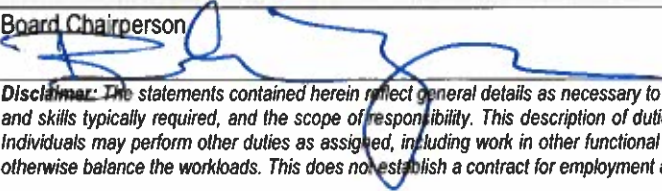

Schedule: CTS's workweek is designated from 12:00 a.m. on Sunday through Saturday at 11:59 p.m. Position is scheduled for a minimum of 40 hours per week. Position is exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) and not eligible for overtime compensation. Hours of work may be adjusted to accommodate workload requirements.

REVIEW

Human Resources Manager
Andy Rowson



Date
5-17-23

AUTHORIZATION	
Board Chairperson 	Date 
<p><i>Disclaimer: The statements contained herein reflect general details as necessary to describe the essential functions of this position, the level of knowledge and skills typically required, and the scope of responsibility. This description of duties should not be considered inclusive of all of the work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or to otherwise balance the workloads. This does not establish a contract for employment and is subject to change at the discretion of the employer.</i></p> <p><i>Clallam Transit System is an equal opportunity employer and does not discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veterans status, disability status, sexual orientation, or any other basis prohibited by local, state, and federal law.</i></p>	