



## **EMPLOYMENT OPPORTUNITY**

# **MULTIMODAL SERVICES DIRECTOR**

**Salary Range: \$11,883 - \$16,041 per month**  
(Dependent upon Qualifications)

**Application Deadline: Friday, April 20, 2018 at 4:00 p.m.**

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The Riverside County Transportation Commission (RCTC/Commission), established through California State law, oversees funding and coordination of all public transportation services within Riverside County. The Commission's responsibilities have grown in the 41 years since its inception from coordinating highway and transit planning and identifying projects for state and federal funding to responsibility for all aspects of region-wide planning for Riverside County's mobility. RCTC is a small agency with a staffing component of 49 full time positions that support a governing board of 33 elected officials and one governor's appointee throughout Riverside County.

### **General Description:**

This is a Department Head classification that will oversee the policy development, implementation and evaluation of public transit affecting Riverside County and other jurisdictions; plan, direct, and oversee the Specialized Transit, Public Bus Transit, Commuter & Motorist Assistance including Rideshare and Freeway Service Patrol programs; Passenger Rail and Goods Movement programs; supervise the work of program management staff and consultants; provide highly responsible and complex professional assistance to the Deputy Executive Director and Executive Director in areas of expertise; and perform other related work as necessary.

### **Requirements:**

Completion of a Bachelor's degree in public policy, business or public administration, transportation management or planning, or a closely related field and a minimum of ten (10) years of professional experience in transportation planning, intergovernmental relations, and program management, including at least six (6) years in a management capacity.

Licenses/Certifications: Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

### **Examples of Essential Functions:**

- Assumes full management responsibility for services, programs, and projects of the Multimodal Services Department, including Specialized Transit, Public Bus Transit, Commuter & Motorist Assistance, Rideshare and Freeway Service Patrol, Passenger Rail, and Goods Movement programs.
- Develops and directs the implementation of goals, objectives, policies, procedures, and work standards for the assigned functions.
- Advises and contributes to long-range planning efforts to integrate transit service along key corridors and to serve the community.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities, works with employees on performance issues, implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of assigned areas of responsibility by developing, reviewing, and implementing policies and procedures to meet legal requirements and RCTC needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change; and prepares various staff reports on operations and activities.
- Represents RCTC in various public and agency forums related to the provision of public transportation services in Riverside County and regionally.
- Reviews and approves reports related to the public transit operators short range transit plans (SRTP) to ensure efficient delivery of public transportation.
- Oversees the allocation of state, local, and federal funds based on approved SRTP's; coordinates with Federal Transit Administration (FTA), Southern California Association of Governments (SCAG), and CalTrans; ensures compliance with guidelines and regulations set by RCTC pertaining to the delivery of public transportation services; manages fund reserves and capital purchase and fleet replenishment plans.
- Oversees development of partner agency budgets pertaining to assigned programs; ensures proper integration of partner agency budgets with RCTC budget.
- Plays a key role in administering transit funding including the implementation and reporting of federal, state and regional grant programs.
- Coordinates joint operations issues and the enforcement of RCTC owned rail rights of way with partner agencies, freight railroads, and MetroLink.
- Monitors the performance of public operators and coordinates annual and triennial audits.
- Oversees and implements the Citizens Advisory Committee (CAC/SSTAC).
- Serves as a liaison for the department to other Commission departments, elected officials, outside agencies, and the public; provides staff support to commissions, committees, and task forces; participates in community events and workshops that provide public information regarding RCTC programs, projects, and services; explains and interprets RCTC programs, policies, and activities.
- Participates on the Executive Management Team providing input on implementation of the goals, policies, and directives of the Commission governing board; provides input on project and program issues, policy, and strategic direction.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Deputy Executive Director and Executive Director.

- Monitors changes in laws, regulations, and technology that may affect RCTC or departmental operations and programs; implements policy and procedural changes as required.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations
- Performs other duties as assigned

**Knowledge of:**

- Administrative principles and practices, including goal setting, and program development, implementation, and evaluation.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Budget development, contract administration, RCTC-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles, practices, and techniques used in conducting an effective multimodal programs and services, including Specialized Transit, Public Bus Transit, Commuter and Passenger Rail, Transportation Planning and Goods Movement programs.
- Recent and on-going developments, current literature, and sources of information related to transportation planning and technology, public transit and goods movement.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Techniques for effectively representing RCTC in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and RCTC staff.
- Familiarity and knowledge of the California Transit Development Act (TDA) and how it applies to funding and requirements for transit operators and service.

**Skills/Abilities to:**

- Articulate and implement a vision for the advancement of transit service in Riverside County with ongoing and regular consultation with Commissioners, staff and constituencies.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and RCTC.
- Develop, plan, coordinate, and implement a variety of public transit and goods movement programs and services suited to the needs of the community and RCTC.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical reports.
- Effectively represent the department and RCTC in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.

- Research, analyze, and evaluate future trends, new service delivery methods, procedures, and techniques for integration into programs.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Physical & Environmental Elements:**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various RCTC meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. This is primarily a sedentary classification and the employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The employee interfaces with staff, management, other departmental representatives, transportation and government officials, business representatives, and the general public in explaining RCTC policies and requesting and providing information.

### **Summary of Benefits Available**

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CalPERS Retirement System	Short and Long-Term Disability
<i>Classic: 2.7% @ 55 / PEPPRA: 2% @ 62</i>	9/80 Work Schedule
Up to \$600/month towards Medical Plans	Vacation
Dental & Vision fully paid by RCTC	Sick Leave
401(a) Money Purchase Plan	12 Holidays/Year
457 Deferred Compensation	Transportation Assistance Programs
\$100,000 Group Life Insurance	Tuition Reimbursement Program

**An RCTC employment application and resume must be  
submitted for consideration by the application deadline.  
For more information, please visit [www.rctc.org](http://www.rctc.org)**

**3/2018**