



Position: Chief Operating Officer

Reports to: Chief Executive Officer

Location: 17150 Smoke Tree, Hesperia, CA 92345

Employment Status: Full Time

FLSA Classification: Exempt - Salary

Work Schedule: On-Site

Annual Base Salary: \$156,357 - \$178,778 (commensurate with experience)

Drive Your Career Forward with Victor Valley Transit Authority (VVTA)!

At Victor Valley Transit Authority (VVTA), we don't just move people, we move communities forward. Our commitment to quality, efficiency, and responsiveness ensures that every ride is a dependable experience, enhancing mobility and access for all.

As an employer, we value our people as much as we value our mission. We offer work-life balance, so you can thrive both personally and professionally. Our rewarding compensation and benefits support financial and personal well-being, ensuring every employee feels appreciated. We foster a family-oriented organizational culture, prioritizing employee morale and leadership that actively nurtures a positive workplace. And when it comes to growth, we empower our team with career opportunities that spark pride, encourage development, and allow you to serve the public in meaningful ways.

Join us, and be part of an organization that drives impact, innovation, and connection every day. VVTA, a career that moves you.

BASIC PURPOSE AND PRINCIPAL RESPONSIBILITIES:

The Chief Operating Officer (COO) is accountable for directing and coordinating the Authority's planning and operational goals. Under Executive direction, plans, organizes, provides oversight and management for all operations projects, programs, and activities of VVTA and its Operations Contractor(s). These include responsibility for the planning, implementation, and coordination of activities and functions related to VVTA transit operations. Position requires superior knowledge of transit operations, including purchased transportation oversight, project management and implementation, route planning, and procurement.



SUPERVISION RECEIVED AND EXERCISED:

This position reports to, and is under the general direction of, the Chief Executive Officer, works collaboratively with the Executive Leadership team for all departments, and directly supervises the Service Delivery, Scheduling and Service Planning, CTSA, Customer Service, and Marketing units.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- Oversees compliance and performance for contracted services including but not limited to contracted Motor Bus, Commuter Bus, Demand Response operations, and Microtransit, stops and stations, consultant services, and other transit related projects/programs. Enforces contract provisions encompassing all aspects of operations.
- Plans, manages, coordinates, and ensures implementation of specialized capital, and operations projects from inception to close-out.
- Manages, oversees, and directs the development, evaluation, and implementation of plans, policies, and procedures for public transit and paratransit activities to achieve annual goals, objectives, and work standards; ensures compliance with local, state, and federal laws.
- Manages and participates in the development and administration of the departmental annual budgets and forecasts; makes recommendations regarding additional funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards; works with employees on performance issues; implements disciplinary procedures; responds to staff questions and concerns.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and actions; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Reviews for timely submittal and accuracy of a wide variety of statistical and analytical reports provided to Authority management by the operations/maintenance contractor; plans, directs, and oversees the production of a wide variety of reports, and analyses for submission to various regulatory and governmental agencies.
- Provides oversight and direction in a professional manner for investigations, and responses to difficult and sensitive problems and complaints; identifies and reports findings and directs necessary corrective action. Activities include but are not limited to video review of accidents, on-board incidents, actions of drivers and operational staff.
- Coordinates, supports, and participates in periodic funding agency audits and reviews such as Federal Transit Administration (FTA) Triennial Reviews, National Transit Data Base (NTD) audits, Transit Development Act (TDA) Triennial Performance Audits and other audits as applicable to Operations. Prepares, implements, and maintains the Public Transportation Agency Safety plan (PTASP)
- Performs related work as assigned.



MINIMUM QUALIFICATIONS:

A combination of education, experience, and training that would provide the required knowledge, skills, and abilities:

Education:

Bachelor's degree in Business Administration, Public Administration, Engineering, or a closely related field. A Master's degree is preferred but not required.

Experience:

Twelve (12) years of increasingly responsible management experience, including at least five to seven (5–7) years in senior leadership roles, preferably within a governmental or public agency environment.

Knowledge of:

- Public transit and other transportation operations; policy and administration.
- Administrative principles and practices, including goal setting, project development, implementation, performance measurement, budgeting and operational evaluation.
- Principles, methods and best practices of effective transit system operations management, service delivery, safety management systems and operational efficiency.
- The American with Disabilities Act and Title VI of the Civil Rights Act and other related federal and state public transit compliance requirements.
- Principles and practices of report writing, policy analysis, board report preparation, and proposal development.
- Practices of researching program operational and administrative issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Federal Transit Administration (FTA) regulations, California Department of Transportation (Caltrans) standards, National Transit Data Base (NTD) reporting requirements, Transit Development Act (TDA) compliance standards, Public Transportation Agency Safety plan (PTASP) and other applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Financial management principles, including operational budgeting, cost control, forecasting, and resource allocation.
- Recordkeeping principles, retention requirements, and public records compliance requirements and procedures.
- Modern office practices, methods, and computer equipment and software applications related to transit operations and public administration.

Ability to:

- Strategically prioritize and direct multiple complex projects, initiatives, and operational activities while effectively allocating staff and organizational resources to achieve departmental objectives, operational efficiency, and critical deadlines.
- Develop and implement organizational goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.



VICTOR VALLEY TRANSIT AUTHORITY

- Provide administrative and professional leadership and direction for assigned department staff, including the selection, training, development, mentoring, supervision, and performance evaluation of personnel while fostering accountability and organizational effectiveness.
- Exercise sound judgment, political acumen, discretion, tact, diplomacy, initiative, and prudence in addressing complex, sensitive, and high-level matters requiring independent judgment and strong analytical skills within established policy, procedural, and legal guidelines.
- Effectively represent the department and the Authority in meetings with governmental agencies, community groups, various business partners, professional, and regulatory organizations, and in meetings with individuals.
- Analyze, interpret, summarize, and effectively present technical, financial, statistical, and operational data, including the preparation and interpretation of analytical reports and accurate computations.
- Effectively engage and collaborate with the public, governmental agencies, contractors, vendors, stakeholders, and Authority personnel while promoting a high standard of customer service, professionalism, and public accountability. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Interpret, apply, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Communicate effectively and persuasively in English, both verbally and in writing, in person and through various communication methods.
- Effectively utilize computer systems, databases, and business technologies, including word processing, spreadsheets, e-mail, calendaring, enterprise software, and transit-specific operational and reporting systems to support executive-level operational management, analysis, and decision-making.

License or Certificate:

Possession of a valid California driver's license is required at the time of appointment. Individuals who do not meet this requirement due to physical disability will be considered on a case-by-case basis.

SPECIAL SKILLS AND WORK ENVIRONMENT:

Physical Skills:

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 Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. May be required to inspect Authority development sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points. This is primarily an office classification where standing in work areas and walking between work areas is 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 occasionally bend, stoop, kneel, reach, push, and pull drawers open and close to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.



Work Environment:

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.