

MAJOR FUNCTION

This is responsible managerial, professional, technical, administrative, and supervisory work directing the development, organizing and implementing an effective Quality assurance program in pursuant with applicable FTA, FDOT standards and requirements. Performs accident assessment, classification, root cause and trend analysis. The employee manages dedicated staff and resources to meet local, state and federal operational requirements. Work is performed under the general direction of the Chief Transit Officer/General Director who reviews the incumbent work through conferences, reports, observations, and results obtained for conformance to applicable standards.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Manages, develops and implements transit operations training and safe programs. Organizes and appropriately distributes all Quality Assurance data, findings, and recommendations. Monitors department employees towards compliance with applicable federal, state and local laws and ordinances concerning transit safety and security. Tracks Quality Assurance data findings and develops corrective or preventative measures to management based on summary of inspection, investigations and identified trends regarding the causes of accidents and injuries. Monitors compliance with Quality Assurance standards for subcontractors, safety and Third-Party Tester (CDL) program to ensure compliance and non-compliance issues are resolved. Write and produces in-house training material and revives and updates all safety plans as needed. Recommends the hire, transfer, advancement, or discharge of subordinate personnel. Conduct performance evaluations and recommends the approval or disapproval or merit increases. Perform related work as required.

Other Important Duties**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge or principles, regulations, procedures and techniques associated with the operation of transit equipment and Safety Management Systems. Ability to simultaneously perform multiple tasks as they pertain to the members assigned area under both stressful and non-stressful conditions. Superior interpersonal, motivational, team building and conflict resolution skills. Ability to organize, prioritize, schedule and manage daily work activities, tasks and special assignments. Ability to effectively communicate orally, verbally, and in writing with subordinates, coworkers and supervisors, as well as the ability to process verbal information, physical cues and body language in order to effectively listen to individuals. Ability to identify and analyze problems and develop effective responses and solutions to resolve such problems. Ability to prepare reports and maintain records. Ability to speak in public and to assemble and conduct training sessions relevant to employee safety risk factors, accident prevention and other topics relevant to work performance. Ability to analyze safety and transportation practices in conducting safety surveys, system safety certification/testing, investigating, and reporting safety infractions and recommending preventative steps. Skill in the use of microcomputer and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, mass transportation or closely a related field and four years of transit experience to include driving, dispatching and schedule making in mass transportation operations; or an equivalent combination of training and experience. Two years of required experience must have been in a supervisory capacity.

Necessary Special Requirement

At the time of appointment, must possess the appropriate State Commercial Driver's License (CDL) and endorsement(s), as designated for the position by the department director.

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