

City of Riverside

City of Arts & Innovation



An Outstanding Career Opportunity

Transit Manager



The Opportunity

The City of Riverside, California is recruiting regionally for a dynamic, customer focused, and highly experienced Transit Manager to oversee the Special Transportation Section activities for this nationally recognized and award-winning Department. Riverside's reputation of excellence for its variety of parks, recreation, and community services has contributed to the City being named in 2008 as one of the 100 Best Communities for young people. This at-will position reports to the Community Services Superintendent, and is accountable for leading a staff of approximately 36 full-time and 20 part-time employees with a 2014/15 operating budget of approximately \$3.8 million.

This is an exciting career opportunity to build on existing operations that contribute to the mission of the Parks, Recreation, and Community Services Department to provide innovative recreational experiences and social enrichment opportunities to address the changing needs for people of all ages and cultures, in a variety of safe and attractive parks, trails, landscapes, and facilities.

The City of Riverside

Located alongside the Santa Ana River, the City of Riverside has a rich history that has played a part in shaping California's development as an agricultural leader. Riverside is the home of California's first naval orange trees in 1873, one of which still stands today and is a California Historical Landmark. The success of orange trees in Riverside made the new citrus industry a "second gold rush" for California, and during this time, Riverside was the wealthiest city per capita in the nation. Founded on the principles of education, culture, and beauty, Riverside has grown to be the 12th largest city in the State, with a population of 303,871.

Stretching over 81 square miles, Riverside is also home to the University of California at Riverside, along with several museums that celebrate art, history, technology, and culture. The City's scenic landscape includes hills, parks, and preserved open spaces. The Historic Mission Inn & Spa is also the focus of the City's famous Festival of Lights, a month-long festival of skating under the stars at an outdoor ice rink, carriage rides, live music, and of course, thousands of lights to celebrate the holiday season. Other events held in Riverside include the Festival of Trees, the Dickens Festival, the Riverside Airshow, the International Film Festival, and the Riverside Art Walk, which takes place the first Thursday of every month.



Riverside's location approximately 60 miles east of Los Angeles puts it within driving distance of Southern California's other attractions, like Disneyland, the Pacific Ocean and its beaches, Palm Springs, and many area wineries. As the City of Arts and Innovation, Riverside is truly a marvelous place to live, work, and play.

City Government

Riverside was incorporated in 1870, and is governed by the council-manager form of government. The City Council is comprised of the Mayor, who is elected city-wide, and seven members who are elected by ward and serve four-year terms. The Mayor and City Council appoint the City Manager to oversee City operations, which include a budget of \$993 million and staff of 2,497. The City of Riverside has won many awards and recognitions, including being listed as a Top 25 City for Business by Executive Outlook Magazine; an Emerald City designation by the State of California Department of Conservation for sustainable green initiatives and renewable energy, the first such designation given; and one of America's 100 Best Communities for Young People by America's Promise Alliance.

The Parks, Recreation, and Community Services Department

With eleven community centers, two social service centers, one Youth Opportunity Center, seven pools, hundreds of contract classes, 11 after school program sites, and over 23 community-wide special events and five City-wide special events annually, the City of Riverside is committed to providing the community with a safe, healthy, and exciting place to live, play, and visit. The Department is comprised of the following four divisions:

Administration: The Administration Division is responsible for fiscal and personnel management. The Division is also responsible for contract administration and clerical support services, including the preparation of the Parks, Recreation, and Community Services Commission agenda and minutes. The Planning and Design section is responsible for the planning, design, and construction of an assortment of capital improvement projects, as well as providing advance planning and plan check services for the City's map review, building permit, and planning processes.

Recreation: The Recreation Division provides high quality and diverse recreational opportunities for adult and youth team sports and activities; provides safe, wholesome, and fun programs and facilities for family activities; strengthens the community image and creates a sense of place; provides opportunities for physical exercise and social and emotional development; and makes available after school programs for youth while promoting cultural unity and diversity through its own programming and contract classes.

Community Services: The Community Services Division provides supportive programs and services to assist at-risk and disadvantaged youth, seniors, tots, persons with disabilities, and low income residents. Families of all ages and abilities enjoy a wide variety of social and human services programs through the annual Mariachi Festival, Riverside Arts Academy, Spark of Love Toy Drive and Summer Food Lunch Program. Additionally, the Special Transportation section operates and maintains a fleet of 35 CNG powered mini buses that provide dial-a-ride and paratransit service to seniors and the disabled in the Riverside city limits.

Parks: The Parks Division is responsible for the maintenance of parks, facilities, sports fields, and a 9-hole golf course. In addition, the Division manages approximately 26 contracts totaling approximately \$3 million, including swimming pools, janitorial services, park security services, backflow device testing and repair, landscape maintenance, and turf maintenance. The Division also provides special event support and manages the parks tree maintenance program. The parks system is comprised of 58 parks totaling approximately 2,900 acres. Riverside's urban forest is home to over 50,000 park trees.

Challenges and Opportunities

The new Transit Manager will be confronted with a number of challenges and opportunities that will require inspired leadership, diplomacy, and creative problem solving. Among these challenges are:

- Development of FTA compliant processes and procedures;
- Development of a Standard Operating Procedural Guide for the Transportation Section;
- Determining the use of and expenditure of existing grant funds;
- Vacant positions within the Section;
- Ongoing budget preparation, expense monitoring, and resource allocation;
- Accommodating increased ridership with limited staff resources;
- Development and implementation of a re-branding and marketing strategy; and
- Assessment and justification of fare changes.

The Transit Manager

This at-will position reports to the Community Services Superintendent, and is a key member of the Parks, Recreation and Community Services Department. The position is responsible for the overall supervision of the Special Transportation Section including staff, grant administration and operations. Work involves the effective setting of priorities, excellent customer service, and managing a heavy workload involving fiscal responsibilities. Work involves considerable coordination with the Parks, Recreation and Community Services Department, outside agencies and other City departments.

Some of the typical duties of the Transit Manager include, but are not limited to, the following:

- Plan, coordinate, draft, and submit the Short Range Transit Plan to Riverside County Transportation Commission (RCTC) annually.
- Direct the scheduling of capital projects and vehicle procurement
- Submit grant applications to Federal and State agencies.
- Create and submit quarterly, semi-annual and annual reports on grant activity and Transit operation statistics.
- Use a variety of online reporting systems to submit data and/or to pull reports.
- Sit on Vehicle Incident Review Board.
- Supervision of Transit Operations Supervisor, Senior Office Specialist and Office Specialist
- Advise and assist with personnel, disciplinary and union matters.

- Review work progress and performance and resolve work problems;
- Prepare resolutions, contracts, agreements and related City Council reports.
- Provide oversight for the timely payment of invoices, purchase orders and p-cards including record keeping and general administration.
- Provide leadership in the preparation of park publicity, including administering rules and ordinances;
- Develop and maintain cooperative relationships with departmental employees, outside agencies, commissions, and the general public;
- Provide leadership and participate in budget preparation, administration, and control;
- Prepare and supervise the maintenance of a variety of records and reports;
- Respond to difficult complaints and requests for information.
- Conduct personnel and accident investigations.
- Recruit, train, supervise and evaluate subordinates.
- Rotate on-call status with Operations Supervisor
- Present Transit program information to Boards, Commissions, committees and at special events.

The Ideal Candidate

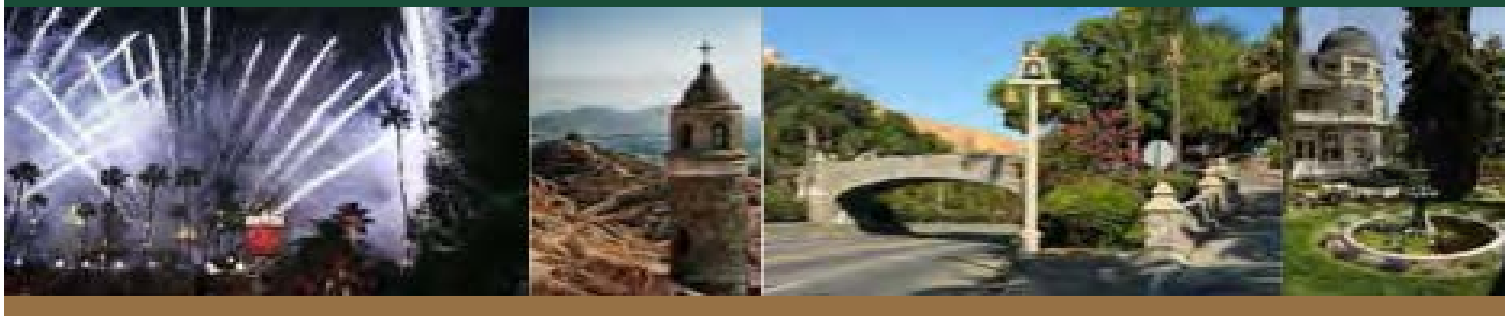
The ideal candidate will have a "can-do" attitude with a highly collaborative management style, superior people skills, and excellent presentation, public speaking, and overall communication abilities. The successful candidate must have a hands-on and proactive approach to continuing the Department's reputation of organizational excellence while moving the Transit Division to new levels. The next Transit Manager is expected to be politically savvy as well as a strategic and innovative thinker on the cutting edge of current trends in the Transportation industry.

The new Transit Manager should have highly developed interpersonal skills and be someone who can quickly establish and maintain positive, collaborative relationships with the other members of the City's management team, staff of the Parks, Recreation and Community Services Department, union members and representatives, members of various commissions, and City residents.

Additionally, the new Transit Manager must be recognized as having the ability to provide the Department with the following:

Exceptional leadership skills:

- Display outstanding character, integrity, and professionalism;
- Ability to build consensus and provide a positive example;
- Ability to embrace and effectively implement new ideas, and a genuine interest in the community and the broad range of issues facing the City of Riverside;
- Consistently communicate and implement the City's mission; and
- Capacity to lead, promote, and articulate the Parks, Recreation and Community Services Department's commitment to providing excellent customer service.



In addition to having a passion for working with the public, seniors and the disabled, successful candidates will also have a proven track record and reputation that supports:

- Exceptional communication and interpersonal skills;
- Ability to inspire and mentor staff to excel and achieve the highest standards;
- Being analytical, entrepreneurial, creative, apolitical, fair, and having a balanced approach to management with effective decision-making skills; and
- Ability to build and maintain strong relationships across a broad and diverse spectrum.

In summary, the next Transit Manager will be a professional in their field, known as a person of integrity, with high energy, devotion to public service, and ultimately, the ability to achieve the most stellar outcomes in Transit operations and customer relations.

Minimum Qualifications

Education: Equivalent to a Bachelor's Degree (120 semester units or 180 quarter units) from an accredited college or university with major work in public or business administration, or a closely related field.

Experience: Three to five years of professional administrative experience preferably in public transportation industry and/or federally funded programs. A Master's degree may be substituted for one year of the required experience.

Final Selection and Appointment: The Community Services Superintendent will select the most highly qualified candidate for consideration based on a combination of education, career experience, and accomplishments that best fit the needs of the City of Riverside.

Compensation

The successful candidate will receive a highly competitive salary with an excellent benefits package that considers the candidate's salary history and track record of career success. The salary range for this position is from \$65,556 to \$87,840. In addition, benefits are provided which include annual leave, holidays, and sick leave; retirement plan; and health and long-term disability insurance.

To Be Considered

This is a confidential process and will be handled accordingly throughout the various stages of the process. References will not be contacted until mutual interest has been established. **The first review of resumes will take place on Friday, May 29, 2015.** This position is open until filled; however, **candidates are encouraged to apply early in the process for optimal consideration.** Resumes will be reviewed and evaluated throughout the recruitment process.

To be considered, candidates must submit a compelling cover letter, comprehensive resume, and three (3) professional references.

The evaluation and selection process may consist of a supplemental questionnaire and/or written exercise(s) to further evaluate relative experience and overall suitability for this position. Ideally, the Transit Manager will join the City of Riverside in July 2015, or sooner.

Finalist candidates will be required to sign a release form to authorize preliminary reference calls and verifications to be conducted. Employment history, degrees obtained, and other certifications/accomplishments will also be verified.

Should you have any questions regarding this position or the recruitment process, please call Ileidis Martinez at 951.826.2283.

