



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

Service Planning and Innovation Manager

FLSA status: Exempt	CLASS CODE: 2065
Established: August 2019	Grade: 38
Revised:	

Summary: Under limited supervision, manages the development of short and long range transportation, which include bus, vanpool, microtransit, transit technology as well as other multimodal planning projects. Oversees liaison involvement to cities/county and transportation/regulatory agencies on planning and funding matters. Participates in agency and community outreach activities and provides highly responsible and complex administrative support to the Department Director.

DISTINGUISHING CHARACTERISTICS: Position is responsible for the overall management and implementation of short and long range transportation plans and innovative services and technologies for the organization; supervision and professional development of staff; collaboration with other RTC departments and partner agencies.

ESSENTIAL FUNCTIONS: *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).*

- Provides leadership, direction, and guidance for fixed route, paratransit, Intelligent Transportation Systems (ITS), trip reduction and transportation programs including the analysis, strategic planning and resolution of complex technical transit system issues, procedural issues, and schedule impacts to ensure that the goals of these programs are met.
- Supervises assigned staff; assigns tasks and projects; counsels, trains, and coaches staff; conducts performance evaluations.
- Provides/prepares short and long-term transit policy and program recommendations as required; assigns resources, and monitors and evaluates progress
- Oversees the preparation and maintenance of section budget, project resources and controls, business plan, and strategic plan inputs. Manages consultant contracts.
- Manages and oversees technical reports from staff, consultants, and others to meet project goals and schedules. Manages recommendations and approvals of changes to plans, proposals, designs, procedures, staffing, schedules, and/or project organization. Manages the activities regarding negotiation, coordination and facilitation of conflict resolution.
- Oversees assigned projects and studies with RTC departments, external contractors, external agencies at the cities and county levels, stakeholders, the general public and others.
- Monitors trends through planning studies for transit investments and new bus services including researching, collecting, and analyzing data, preparing informational materials, presentations, and reports.

- Guides the development of strategic plans and studies through sensitive public issues and seeks to meet technical and design concerns of various public/private entities and/or agencies.
- Makes presentations to the RTC Commissioners, advisory committees and professional organizations. Represents the RTC with the decision makers associated within cities, special interest groups, and the general public.
- Lead advocate for transportation related issues including transit benefits, schedules and related information. Communicates RTC's position on issues and activities to city and county representatives, associations and advocacy groups, which includes written and oral testimony, reports, applications, and other forms of communication as deemed appropriate. Fosters consensus through development of strong working relationships.
- Oversees the development and administration of contracts and cooperative agreements with external vendors regarding project schedules, budgets, payments, accurate and timely tracking of costs and project milestones, appropriate/conforming funding allocations, changes to project scopes and balances cost requirements with funding availability.
- Research, review and implement innovative services and technologies to improve mobility and usability of the RTC transportation options.
- Assures compliance with all RTC policies and procedures, Occupational Safety and Health Administration (OSHA) rules and regulations, and all other state and Federal regulations.

QUALIFICATIONS FOR EMPLOYMENT:

Knowledge, Skills, and Abilities: (KSAs are the attributes required to perform a job)

- Skill in analyzing transportation system planning issues and policies, and preparing and presenting recommendations.
- Skill in compilation, analysis, and presentation of technical and statistical information in reports.
- Skill in reading and interpreting Federal and regional rules, ordinances, codes and regulations, and applying them to complex planning projects.
- Principles, procedures, and techniques for managing complex technical transit/transportation planning projects and environmental concepts, potentially large budgets and high visibility.
- Principles and practices of long range urban and regional multimodal transportation studies and plans.
- Bus-related transit system planning and project evaluation. Industry practices for public bus transit operations, bus service planning and/or scheduling principles and procedures.
- Livability/Sustainability concepts as applied to transportation system development and design.
- Principles and practices of community engagement methodologies and techniques.
- Relevant transportation systems practices, and regulatory laws, ordinances, codes, specifications, and plans.
- Social politics and environmental issues influencing transportation/transit programs.
- Computer software skills including word processing, spreadsheets, and database applications; such as Outlook, Word, Excel, etc.
- Principles of management, supervision, training and performance evaluation. Modern management theory and organizational development practices, including leadership development and succession planning.

Service Planning and Innovation Manager

Job Description

Ability to:

- Plan, organize, and manage a technical section and staff. Provide clear direction to staff, make timely decisions, and meet aggressive deadlines.
- Develop and implement highly complex long-range strategies to achieve RTC goals. Exercise decision-making skills in a highly complex organization.
- Understand agency and divisional goals and objectives. Prepare scopes of work, needs assessments, cost/benefit analyses, and related documentation.
- Communicate clearly and persuasively with appointed and elected government officials, business and community organizations, interest groups, customers, employees and members of the general public.
- Clearly and logically deal with issues and responses regarding transportation/transit systems planning, design, and other associated elements of transportation planning. Work with internal and external stakeholders to advance RTC initiatives.
- Establish and maintain collaborative working relationships with government officials, boards, and agencies. Establish partnerships within the local and regional communities.
- Manage multiple complex transportation planning projects concurrently, while maintaining an emphasis on budgets and schedule requirements.
- Present technical as well as conceptual information to a variety of audiences.
- Manage, organize, and coordinate the work of consultants and staff.

Required Certifications and Licenses:

Valid driver's license required at time of hire; American Institute of Certified Planners (AICP) and/or Professional Transportation Planner (PTP) certification preferred.

Experience and Training:

Bachelor's Degree in Planning, Transportation/Transit Planning, Urban Planning, or related technical field. Master's Degree preferred. And six (6) years of progressively responsible public transportation planning experience, including three (3) years of supervisory experience; or an equivalent combination of education and experience.

Working Conditions and Physical Effort

Physical ability to perform office and related work, including operating computers and office machinery; stamina to sit for extended periods of time; strength to lift and maneuver materials weighing up to 25 pounds; vision to read printed materials; and hearing and speech to communicate in person or over the telephone. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the RTC.