

DIRECTOR OF MULTIMODAL PROGRAMS**SALARY RANGE****\$71.485 – 86.891 Hourly****\$12,390.78 – 15,061.07 Monthly****\$148,689.34 – 180,732.83 Annually****DEFINITION**

Under administrative direction from the Executive Director: plans and manages the Multimodal Programs Division; provides support to the Executive Director and Board of Directors in coordinating and directing the pursuit of Santa Barbara County Association of Governments (SBCAG) strategic goals and objectives regarding regional rail, vanpool and transit service; provides effective and efficient fulfillment of the functions and services of the agency; fosters cooperative working relationships among SBCAG operations and intergovernmental regulatory agencies, and various public and private groups. Provides highly responsible and professional assistance to the Executive Director in areas of expertise and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Directly reports to and receives administrative direction from the Executive Director. The work provides for a wide variety of independent decision-making in respective SBCAG division within legal and general policy and regulatory guidelines. Exercises general direction and supervision of professional and technical staff.

CLASS CHARACTERISTICS

The Director Multimodal Programs is a senior management classification that oversees, directs, and is responsible for the multimodal programs division of SBCAG and for pursuing SBCAG strategic goals and objectives relating to rail service improvements. Participates in key activities of SBCAG's operations, including short- and long-term planning, policy development and administration, public relations, and implementing policies and procedures. Incumbents regularly interact with the Executive Director, Board of Directors, and divisional staff in pursuing funding opportunities, obtaining and coordinating programs, projects, and information. The incumbent oversees, directs and participates in all activities with the interagency transportation demand management program. Successful performance of the work requires knowledge of public policy, the ability to oversee and implement divisional programs and projects, and the ability to develop and maintain strong working relationships with member agency staff, executive staff in external agencies and organizations, and leadership in community and non-governmental groups. Responsibilities include managing and overseeing complex and varied programs, projects, and activities. The incumbents are accountable for accomplishing SBCAG planning, programming, and operational goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

To execute this job successfully, an individual must be able to perform each essential duty satisfactorily. Management reserves the right to add, modify, change, or rescind the work assignments of any position and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all services, programs, and projects of the Multimodal Programs Division.

- Plans and manages regional transit services provided or funded by SBCAG) and oversees SBCAG's participation in the Pacific Surfliner Joint Powers Agency.
- Provides oversight for all programs and activities of the interagency transportation demand management (TDM) program.
- Provides oversight for all programs and activities of the Service Authority for Freeway Emergencies (SAFE).
- Develops and directs the implementation of goals, objectives, policies, procedures, and work standards for the assigned functions.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned functions, service delivery methods, and procedures; identifies opportunities for improvement and makes recommendations to the Executive Director.
- 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 discipline and termination procedures; and responds to staff questions and concerns.
- Assists the Executive Director in planning, organizing, and directing the services and activities under the responsibility of the Multimodal Programs.
- Develops, plans, and supervises staff involved in the design, development and implementation of major transportation projects and programs.
- Oversees and provides strategic guidance on the work of consultants to ensure alignment with project goals, contract requirements, and agency standards. Coordinates with consultants to review deliverables, monitor progress, and facilitate communication between stakeholders, without direct supervisory responsibility.
- Implements directives and policies from the Executive Director; provides guidance and direction to key staff members to coordinate and direct programs and projects.
- Contributes to the overall quality of SBCAG's services by developing, reviewing, and implementing policies and procedures to meet legal requirements and SBCAG needs; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work; identifies opportunities for improvement and directs the implementation of change.
- Manages and participates in the development and administration of assigned budgets; 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.
- Participates on the Executive Management Team providing input on implementation of the goals, policies, and directives of the Board of Directors; provides input on project and program issues, policy, and strategic direction.
- Manages multimodal transportation funding programs from various local, state and federal sources including fund estimates, calls for projects, application evaluation, programming agreements, expenditure and timely use of funds tracking.
- Monitors and evaluates multiple recommendations for major multimodal transportation programs; develops alternatives and major complex financial and funding recommendations.
- Conducts complex financial analysis related to multimodal transportation planning, programming, project implementation, funding, and analytical projects and programs.
- Plans, develops and implements large transportation improvement projects and programs.
- Advocates funding needs of SBCAG transportation programs and assesses future financial trends, opportunities, costs and constraints.
- Seeks discretionary state/federal funding for SBCAG transportation planning, programs and capital improvement projects and develops funding grant applications.
- Coordinates and maintains liaison with city, county, state and federal agencies; represents SBCAG at hearings of city councils, board of supervisors and state commissions.

- Raises profile of SBCAG, local agencies and projects at local, state and federal level.
- Oversees the administration of internal policies and procedures, including providing guidance on preparation of Board meetings.
- Reviews and approves board and committee meeting agenda items prepared by divisional staff and consultants
- Participates in and promotes the development of guidelines and strategies to ensure efficient resource planning, programming and policy development.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Executive Director.
- Provides direction and develops materials for SBCAG's website.
- Formulates and supervises research programs to analyze demographic and socioeconomic data.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project awards; coordinates with legal counsel to determine SBCAG needs and requirements for contractual services; negotiates contracts and agreements.
- Prepares, reviews, and processes grant applications.
- Meets with employers, employee groups, and community organizations to provide information on the programs offered and/or coordinated by the department.
- Works collaboratively and builds partnerships with local non-profit organizations and governmental agencies to promote the agency's programs.
- Coordinates with other SBCAG staff in the development of interregional multimodal transit plans and bicycle plans.
- Conducts outreach activities with employers to promote, coordinate and facilitate the department's programs
- Directs the operation of the county-wide ridesharing program operated by SBCAG.
- Participates on and makes presentations to the Board of Directors and a variety of other state and local boards and committees; attends and participates in professional group meetings
- Stays abreast of new trends and innovations as they relate to the area of assignment.
- Represents SBCAG on various intergovernmental committees, task forces, and other meetings pertaining to agency management and assigned program matters.
- Represents the agency on special boards, committees, and advisory groups as assigned by the Executive Director. May be designated to act on behalf of the Executive Director in select meetings or initiatives, ensuring alignment with agency policies and objectives.
- Monitors and evaluates proposed/enacted changes in laws, regulations, and technology for potential impacts on SBCAG, provides feedback throughout developmental process, and implements policy and procedural changes as required.
- May oversee and ensure timely and accurate department-related updates to the agency's website, maintaining consistency with agency branding and communication standards.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

QUALIFICATIONS

The requirements listed below are representative of the knowledge, skill and/or ability required. Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying.

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Principles and practices of planning and program management.

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Public agency budget development, contract administration, 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.
- Recent and on-going developments, current literature, and sources of information related to assigned programs and services.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record-keeping principles and procedures.
- Modern office practices, methods, computer equipment and applications related to the work.
- Proficient use of computers, enterprise software, and communication tools, including email, word processing, spreadsheets, and job-specific systems such as transit operations, scheduling, GIS, CAD/AVL, procurement, and digital timekeeping. Must adhere to agency technology policies, including data security and confidentiality requirements.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing SBCAG 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 SBCAG staff.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the assigned division and assigned program areas.
- Provide administrative and professional leadership and direction for assigned division.
- Manage and administer public agency programs and projects that involve extensive coordination and outreach with outside agencies, public and private employers, and the public.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical reports.
- Effectively represent the division and SBCAG in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Prepare and administer 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 professional and technical personnel; delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, policies, procedures, and other written materials.
- Communicate clearly and effectively in writing through formal and electronic correspondence.
- Analyze situations, identify problems, recommend solutions and evaluate outcomes. 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, discretion, and independent judgment within general policy, procedural, and legal guidelines.

- Establish and maintain effective working relationships with those contacted in the course of work.

Education/Training

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in planning, engineering, business or public administration, or a related field and

Experience:

Minimum of five (5) years of broad and progressively responsible management and/or administrative experience in transportation engineering, planning, and/or programming, including highly complex projects and programs on a countywide level.

Licenses and Certifications:

Maintain a valid California driver's license, reliable transportation, adequate auto insurance as required by State law, and insurability by agency carrier for those driving agency vehicles.

PHYSICAL DEMANDS

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 SBCAG 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. Travel by air, rail, or automobile, as well as overnight stays outside the SBCAG region are periodically required to perform job functions. 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 occasionally lift, carry, push, and pull materials and objects up to 25 pounds and rarely up to 80 pounds.

ENVIRONMENTAL ELEMENTS

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 SBCAG policies and requesting and providing information. While performing the duties of this job, the employee is periodically exposed to outside weather conditions.