



**Title:** District Manager

**Exempt/Non-Exempt :** Exempt

**Reports To:** Board of Directors

**Pay Grade/Range:** \$90,000 to \$120,000

**Effective Date:** February 24, 2022

New position       Position change/update       Updated

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**General Position Summary:**

The District Manager provides oversight of all transit functions of the South Clackamas Transportation District (SCTD) and is responsible for a wide range of duties in support of SCTD's mission to provide safe, accessible, convenient, reliable, and efficient transit service that meets the needs of the community it serves.

**Essential Functions/Major Assignments:**

- The District Manager is responsible for performing a variety of administrative activities, ensuring exceptional customer is provided to all members of the public, engaging the community and other stakeholders, and professionally representing the District in various public capacities and forums.
- Manages all activities of the District to achieve the agency's business objectives.
- Represents the District, with other transit providers, ODOT Public Transit Division, the Federal Transit Administration, and other levels of state and local government. Represents the District at regional committees and conferences.
- Manages all financial activities of the District. Oversees revenue management, including quarterly payroll tax collection, fare revenue, and grant receipts. Arranges for payment of all invoices. Ensures the District operates within budget. Prepares the District for required financial and compliance audits.
- Serves as Budget Officer, prepares fiscal year budget, prepares budget message, arranges for budget committee meetings, and disseminates approved budget to appropriate parties.
- Oversees all aspects of grant management and administration, including identification of State and Federal grant opportunities, submittal of grant applications, monitors grant reimbursement processes, and completion of reporting requirements.
- Serves as primary staff to the Board of Directors, and coordinates board meetings. Arranges for public legal notices, prepares Board agenda and meeting minutes, and provides background material for discussion topics and Board actions.
- Manages vendor contracts, for bus transportation, and other materials and services.
- Coordinates marketing activities of the District, including production and distribution of brochures, schedules, and other printed customer information, and manages digital communication channels. Creates initiatives to expand awareness of the District's transit services. Participates in community events and promotional activities.
- Ensures a positive customer service experience for the riding public. Arranges for timely dissemination of customer information for planned and unplanned service events. Addresses customer comments and feedback as needed.

- Coordinates short and long-range planning activities, including elements of SCTD's Transit Development and Master Plan. Coordinates special programs and projects as necessary to fulfill the District's goals and objectives.
- Manages the District's Capital Program, including procurement of vehicles and other capital assets.
- Serves as the District's official spokesperson, prepares customer information and press releases as needed.
- Coordinates development of and ensures provision of transit services complies with District policies and FTA and ODOT requirements related to Americans with Disabilities Act (ADA), Civil Rights, Procurement, and Asset Management.
- Maintains operational information for tracking program activities, as needed for business analysis and reporting requirements. Develops and uses spreadsheets and other applications to track program activities and monitor key performance measures.
- Follows up to verify public requests for fixed-route deviations are fulfilled.
- Researches and analyzes new developments in transit service, such as emerging technologies, alternative fuels, and on-demand service models.

**Secondary Functions:**

- All other duties as assigned.

**Job Scope:**

- The District Manager will regularly need to analyze problems and make decisions on that information. Must be able to plan all work including determination of issues or obstacles and appropriate course of action.
- Must exercise independent judgment to respond to questions and concerns of the public, operating with broad latitude to resolve issues within the framework of existing district policies and procedures.
- Will work independently with minimal supervision.

**Supervisory Responsibility:**

- SCTD's Transit Program Coordinator reports directly to the District Manager. The District Manager also oversees the provider for contracted transportation services, as well as a contracted Certified Public Accountant who provides the District's accounting services.

**Interpersonal Contacts:**

- The District Manager has frequent and regular contact with both internal and external customers including but not limited to members of the public, customers, staff, and Board members.

**Specific Job Knowledge, Skill and Ability:**

- Demonstrated experience working with the public and ability to provide excellent customer service.
- Excellent interpersonal and written communication skills.
- Excellent math skills with close attention to detail.
- Knowledge of and experience in general office operations, with understanding of basic accounting procedures.
- Advanced proficiency with computer programs, including word processing, spreadsheets, databases, and other software applications.
- Ability to work independently with limited supervision, and to organize multiple tasks and complete them in an effective and timely manner.
- Previous experience in program/project management, with demonstrated ability to prioritize and accomplish tasks within specific timelines.
- Previous experience with municipal financial audits or compliance reviews preferred.
- Prior grant management experience preferred.

- Ability to work cooperatively and develop positive working relationships with stakeholders, including the public and other business partners.
- Ability to exercise good judgement, courtesy, patience, and tact in public contact and problem resolution.
- Ability to analyze issues and resolve them diplomatically.
- Must be able to professionally communicate with angry and disgruntled customers.
- Knowledge of geographic service district.
- Experience creating or implementing marketing and outreach campaigns to promote awareness of a product or service preferred.

**Specific Job Effort:**

- The District Manager will regularly assess risk, analyze options, and make decisions with or without complete information.
- There are ongoing shifts in priority and demand and the District Manager must be able to meet all deadlines and take actions as needed to meet evolving requirements.

**Education, Experience, and Certification/Licensure:**

**Required**

- Bachelor's degree in public administration, business administration, finance/accounting, or closely related field, and
- Minimum of five years of increasingly responsible management experience  
OR
- An equivalent combination of education, training, and experience sufficient to successfully perform the essential duties of the job

**Desired**

- Advanced education such as a master's degree in public administration, business administration, or finance/accounting, and  
Education and experience in transit, transportation, planning, grant management, contract management, and/or municipal government

**Job Conditions:**

- The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job.
- Work is performed mostly in an office setting in well-lighted, temperature-controlled office environment with some external noise.
- Required to sit for extended periods of time and must have the hearing and speaking ability to carry on conversations in one-on-one and small group settings.
- Able to reach with hands and arms, use hands and fingers to handle/operate objects, tools, or controls, and must have sufficient hand eye coordination to operate common business equipment.
- Specific vision abilities required by this job includes close vision and ability to adjust focus.
- Occasionally required to lift items from below the knees or above the shoulders; ability to move and/or lift twenty-five pounds. Physical effort is limited to such as light lifting, carrying or movement.

The essential physical abilities described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified. This job description is not an employment agreement and/or an expressed or implied employment contract.