



# Communication Systems Manager

**Salary:** \$71,713 - \$103,815 (Annually)  
Excellent benefits

**Posting Date:** February 11, 2019  
**Filing Deadline:** March 4, 2019

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## **JOB SUMMARY**

Directly supervises and coordinates the activities of all Communication Systems Specialists assigned to MST's Communications Center.

## **ESSENTIAL FUNCTIONS**

Prepares work schedules to ensure that sufficient personnel are available to maintain operations within the Communications Center twenty-four hours a day, seven days a week. Prepares work schedules in accordance with the Collective Bargaining Agreement to ensure that sufficient Coach Operator personnel are assigned to maintain transit operations. Ensures the timely and accurate submission of payroll records to MST's Payroll department for all Communications System Specialist personnel. Ensures the timely and accurate submission of payroll records to MST's Payroll department for all Coach Operator personnel. Reviews dispatch operations to identify and implement technical and operational training needs and recommend operational improvements. Monitors key performance indicators for transit operations to include, but not limited to; On-Time performance, pull-out compliance, and adherence to service schedules. Assigns duties and examines work of subordinates to ensure conformance to District policies and departmental Standard Operating Procedures. Tests, inspects, and operates radio, telephone, computer, and other equipment as needed. Prepares, reviews, and maintains reports, statistics, and records as required. Monitors driving documents and other certifications maintained by Coach Operators and other staff personnel to ensure they remain current and in full compliance. Manages intake of Customer Service Reports and assigns each to appropriate Supervisor personnel for follow up. Performs the work of subordinate personnel as needed. Coordinates with multiple MST Departments to develop, review, and update policies and procedures within the Communications Center. Performs related duties as required.

## **KNOWLEDGE, SKILLS & ABILITY**

Knowledge of principles of administration, leadership, supervision, training and management. Knowledge of methods and techniques of preparing transportation reports and transportation related documents. Knowledge of methods for retrieving and reviewing recorded and written data from archives. Knowledge of principles of transit operations. Knowledge of personnel and payroll processes; effective management and motivational techniques. Knowledge of time management principles. Skills in advanced word processing, spreadsheet, presentation and database software. Skills in specialized software related to functional area. Ability to learn department specific and emergency procedures. Ability to ensure that all data collected is accurate, complete, and correct; investigate, locate, and retrieve data. Ability to comply with the time constraints as outlined in contracts or agreements. Ability to resolve issues to the satisfaction of all parties involved. Ability to manage a complex work environment involving frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone. Ability to learn and apply District collective bargaining agreements.

## **MINIMUM QUALIFICATIONS & REQUIREMENTS**

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Prior experience in transportation is preferred. Must possess a valid drivers' license.

## **FILING**

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other segments of the selection process. Applications may be obtained from our Administrative Office at 19 Upper Ragsdale Drive, Suite 200 in Monterey; the Salinas Transit Center at 110 Salinas Street in Salinas; or by visiting MST online at <http://www.mst.org>.

**SUBMIT COMPLETED APPLICATIONS TO:** Monterey-Salinas Transit, Attention: Human Resources, 19 Upper Ragsdale Drive, Suite 200, Monterey, CA 93940. **Resumes will not be accepted in lieu of a completed application. Applications must be submitted with a DMV printout form H6. Please do not substitute any other type of DMV printout.**

## **ADA**

Candidates who qualify under protection of the Americans with Disabilities Act, and require a reasonable accommodation for applicant testing and/or examination, should notify the MST Human Resources at least one week prior to being scheduled for assessment.

**EQUAL OPPORTUNITY EMPLOYER / AFFIRMATIVE ACTION EMPLOYER**