



Job Description

CAPITAL PROJECTS DIVISION TIMMA Program Manager

The San Francisco County Transportation Authority is the sub-regional transportation planning and programming agency for San Francisco County. Our mission is to make travel safer, healthier, and easier for all. We plan, fund, and deliver local and regional projects to improve travel choices for residents, commuters, and visitors throughout the city. In 2014, the Transportation Authority was designated as the Treasure Island Mobility Management Agency (TIMMA) to develop a transportation plan to serve residents, businesses, and visitors of Treasure Island and Yerba Buena Island. TIMMA is working to help make Treasure Island a diverse, sustainable, and family-friendly transit-oriented community.

SUMMARY

The TIMMA Program Manager plans, organizes, oversees, coordinates, and manages the day-to-day operations of the Treasure Island Mobility Management Program.

Reports to: Deputy Director for Capital Projects

Exemption Status: Full-Time, Exempt

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans, manages, and oversees the daily operations and activities of the TIMMA project, where work may be provided by professional contractors, consultants and/or Transportation Authority staff.
- Recommends, develops and implements goals, objectives, policies, and priorities for the smooth, efficient and effective operation of the TIMMA project; administers policies and procedures; updates as required.
- Develops standards and quality service level requirements for TIMMA operations.
- Develops, negotiates, and recommends the approval of contracts and cooperative agreements with other governmental agencies, consultants and private contractors as needed to provide TIMMA operation; ensures standards and quality service levels are built into contracts and performance is monitored and corrected as needed.
- Monitors monthly revenue from tolling, parking and other activities, makes recommendations for pricing changes as needed.
- Oversees and/or conducts analysis of TIMMA mobility programs and initiatives, revenue generation and resident and customer service activities; analyzes data, prepares staff reports and makes recommendations.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of TIMMA operations and revenue generating programs, service delivery methods, and procedures, marketing outreach programs and materials; identifies opportunities for improvement and makes recommendations to Transportation Authority executive management; implements approved changes.
- Provides highly complex staff assistance to the Deputy Director; develops and reviews staff reports, and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards, as well as the public.



- Prepares Board memoranda and official Transportation Authority correspondence, and presents before management, the Transportation Authority Board, and other external agencies.
- Supervises, develops, and evaluates professional and subordinate staff and counsels and disciplines staff.

SUPERVISORY RESPONSIBILITIES:

Supervises the TIMMA Systems Manager, external consultant teams, and service providers.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Training and Experience: Completion of an undergraduate degree in an appropriate discipline such as business or public administration, transportation planning, civil engineering, and eight (8) years of progressively responsible experience in transportation planning, programming or funding, special district, municipal or hospitality management, or contract management, including at least three (3) years of demonstrated experience in working with external organizations and stakeholders in the delivery and evaluation of public services. Experience in managing business improvement districts, capital development, public works/facilities maintenance and transportation demand management programs desirable. An equivalent combination of education and experience is acceptable.

Knowledge: Knowledge of administrative principles and practices, including goal setting, congestion pricing and transportation demand management (TDM) program development, implementation, and evaluation, and project management. Principles and practices of public agency tolling and TDM operations, including toll collection and violation enforcement technology, parking and transit operations, fee generation and collection practices; customer service practices and procedures. Basic research methods and database management techniques; proficiency with standard computer spreadsheet, word processing, presentation and presentation software; and statistical and computational analysis principles and methods.

Skills and Abilities: Ability to recommend and implement goals, objectives, and practices for providing effective and efficient TIMMA operations. Effectively develop and manage contractors and consultants ensuring delivery of agreed upon service levels, within established costs and time parameters. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials; facilitate meetings; speak effectively and write clearly and concisely.

Physical Demands and Work Environment: The physical demands and work environment are characteristic of modern office work and include moderate noise (examples: business office with computers and printers, light traffic), and are representative of those an employee encounters while performing the essential functions of this job. Ability to travel on occasion.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Annual Compensation Range: \$146,740 - \$202,500.....Adopted December 5, 2018
Resolution 19-33**