

Marin County Transit District

Is recruiting for ...

DIRECTOR OF OPERATIONS & SERVICE DEVELOPMENT

\$171,966 - \$232,143 annual salary (depending on qualifications) and an outstanding benefits package

About the District...

Marin County Transit District (Marin Transit) is responsible for funding, planning, and management of all local public transit services operating within Marin County, including fixed route, community shuttle, supplemental school, and paratransit services. Marin Transit works closely within the community to develop and deliver the most strategic, effective, and efficient local transit system in northern California. For additional information about Marin Transit, please visit our website at www.marintransit.gov.

About Marin County...

Located just across the Golden Gate Bridge, and minutes from downtown San Francisco, Marin County is a dynamic, economically, and culturally diverse community of 260,000 informed and involved residents. Marin County is marked by beautiful beaches, groves of redwoods and oaks, rolling foothills, and scenic valleys. Marin County is known for its combination of rural and suburban lifestyles and is a recreation destination for the entire Bay Area with more than 140,000 acres of federal, state and county parkland, county open space and water district lands. The mild year-round climate is highlighted by cool, coastal fog tempering the warm inland temperatures of summer.

The position of Director of Operations & Service Development...

This is an at will, exempt position that offers the successful candidate an exciting opportunity to join a growing Agency in the development and provision of cutting-edge transit services to Marin County. Under the administrative direction of the General Manager, the Director of Operations & Service Development leads the District's contract transit operations and service development functions. This position is responsible for ensuring the safe, reliable, customer-focused, and cost-effective delivery of fixed-route, specialized transportation, and paratransit services.

The Director oversees contractor performance, service development and scheduling, service change coordination, and operational readiness. Serving as the District's primary executive liaison to contracted service providers, the incumbent manages operations-related contracts, amendments, and invoice approvals; collaborates with internal teams; and represents the District with partner agencies, jurisdictions, and community stakeholders.

The Director acts as a key advisor to the General Manager on operational feasibility, service design and route placement, resource prioritization, and service change impacts.

Typical duties may include:

- Direct and oversee delivery of contracted fixed-route, specialized transportation, and paratransit services consistent with District standards and contract requirements.
- Serve as the District's primary executive liaison to contracted operators; establish expectations, resolve high-impact operational issues, and ensure effective communication and corrective action.
- Oversee service monitoring, field verification, performance data, and customer feedback; direct investigation and resolution of service issues and complaints.
- Review and approve contractor invoices, fuel/energy expenditures, and operational purchases within delegated authority.
- Lead the District's service development function, translating planning inputs and customer feedback into implementable service and schedule recommendations.
- Direct development, review, approval, and implementation of schedules for fixed-route and specialized transportation services.
- Prepare and present service change recommendations to the General Manager and/or Board, including operational and resource impacts.
- Lead operations' role in procurements and contract administration, including scope development, solicitation support, evaluation participation, onboarding, amendments, and performance provisions.
- Direct preparation of the Operations budget; oversee contractor cost projections and service-level estimates; identify cost-saving and efficiency opportunities.
- Establish and maintain operational procedures, compliance documentation, and audit/inspection readiness; coordinate safety, security, and emergency preparedness functions.
- Provide operational input on vehicle specifications, equipment readiness, facilities, bus stops, and passenger information, including coordination with partner jurisdictions.
- Maintain effective relationships with community partners, transit agencies, and jurisdictions; support emergency operations coordination and land-use/roadway reviews.
- Supervise staff, including selection, training, assignment, performance evaluation, and professional development.
- Perform other duties as assigned.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would provide the required knowledge and abilities is qualifying.

- Graduation from an accredited four-year college or university with major coursework in public administration, business administration, transportation, planning, engineering, or a closely related field; and
- A minimum of five (5) years of increasingly responsible professional-level experience in transit operations and/or service development, including budget development and administration, contractor oversight and contract administration, service scheduling and/or implementation, and staff supervision.

Additional qualifying experience may substitute for the required education on a year-for-year basis, consistent with District policy.

Knowledge of:

- Public transit operations (fixed-route and paratransit), including contract-operated service delivery and performance management
- Public-sector procurement and contract administration
- Federal, state, and local laws and regulations applicable to transit operations (e.g., FTA, ADA, Title VI, safety requirements)
- Operational compliance, audit readiness, and FTA oversight review processes
- Transit scheduling and service development principles
- Budget development, cost drivers, and financial controls
- Supervisory and performance management practices
- Interagency coordination and government operations
- Standard office software and transit operational systems
- Fleet and vehicle readiness as it relates to service delivery

Ability to:

- Exercise sound judgment in a public-agency environment
- Lead contractor oversight to achieve compliant service outcomes
- Manage audits, inspections, and compliance documentation
- Balance community needs, service objectives, and financial constraints
- Communicate effectively with contractors, partners, leadership, and the public
- Represent the District in meetings and interagency forums
- Travel and work outside regular business hours as required

Physical Working Conditions:

The physical demands and working conditions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation will be provided as required by law to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment with regular fieldwork required to monitor contractor performance and service quality. Fieldwork may include walking at transit centers, visiting contractor facilities and yards, and riding transit vehicles to observe operations and engage with frontline staff.

While performing the duties of this classification, an employee may be required to stand and walk; use hands and fingers to handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee may occasionally also be required to sit; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and smell. The employee must occasionally lift and/or move up to 25 pounds.

EEOC Statement

Marin County Transit District is an Equal Opportunity Employer and does not discriminate on the basis of any legally protected status. The District will provide reasonable accommodation as required by law.

Benefits Include:

- Employer paid premiums for employee's medical insurance and 95% of base HMO premium for families;
- Employer paid dental and vision insurance;
- Employer paid Employee Assistance Program (EAP)
- Employer paid life insurance, short-term and long-term disability insurance;
- Optional flexible spending account;
- Transit benefits;
- Two weeks of vacation increasing with seniority;
- 11 ½ holidays plus 2 floating administrative days;
- Deferred compensation plan; and
- Employer contribution of 10%-15% of salary to 401(a) retirement account based on years of service.

To Apply:

To obtain additional information or to submit a cover letter and resume, please contact Gregg A. Moser, Partner, K&A at gmoser@kapartners.com. Applications are due by 5:00 pm PST on March 20, 2026