

# DULUTH

## Transit Authority

# Director of Operations

The DTA is seeking to add a Director of Operations to our organization experiencing growth and positioned as a high-performing transit property. If you are a passionate and knowledgeable in transit operations and leadership, this might be just the ticket.





## DULUTH TRANSIT AUTHORITY

Build something great with us!

At the DTA, we don't just give people a ride – we connect our communities. We have a long history and are proud to be one of the nation's top-performing small urban public transit agencies. Our mission goes far beyond buses - we are driving our region toward a more sustainable, connected future.

Why build a career here?

Because your work here will matter. Each and every role at the DTA contributes to a greater purpose of delivering reliable transportation that supports everyone, everywhere in our community. Whether you're in operations, maintenance, administration, or customer service, you are essential to the daily lives of our riders.

The future is bright.

This is an exciting time to join the DTA. With major projects on the horizon designed to elevate our services and improve our workplace, you'll have the chance to grow, lead, and shape the next era of urban mobility.

If you want a career with meaning and a team that brings heart to their work every day, I invite you to apply. We're not just moving people. We're moving forward - Together.

Warmly,

Christopher Belden  
General Manager  
Duluth Transit Authority



# WHY DTA?

The DTA is comprised of passionate transit professionals committed to delivering an excellent public transit system. DTA is committed to implementing new technologies and ammenities, has a team of skilled operators, and a robust maintenance program to complement its well-appointed facilities.



The Duluth Transit Authority is the transit agency that provides mass transit service —currently, only buses — in the city of Duluth, Minnesota. The DTA is the largest transit system in MN outside of the Twin Cities. The agency also serves the edges of nearby Proctor, Rice Lake, and Superior, WI; as well as the eastern edge of Hermantown, Minnesota. The agency serves a metropolitan population of 126,000. The organization was formed in 1969 by the Minnesota State Legislature.

- ALL TRANSIT RANKS DULUTH #4 OF 131 SIMILARLY SIZED METRO AREAS
- DTA IS GREATER MINNESOTA'S LARGEST TRANSIT SYSTEM BY RIDERSHIP
- RIDERSHIP HAS GROWN OVER 40% SINCE 2022
- ONLY 15 OF 320 ELLIGIBLE TRANSIT AGENCIES RANK HIGHER THAN DTA IN PERFORMANCE CATEGORIES, PUTTING US IN THE TOP 5%



This strategic hiring finds the organization in a well-positioned and productive era, with a recent system re-design and a number of challenging and rewarding projects funded and in multiple stages. The culture of the organization is leading edge, collaborative, entrepreneurial, and midwestern hard-working.

# MAGIC OF THE TWIN PORTS

From the world-famous aerial lift bridge to charming neighborhoods filled with local breweries and restaurants, The Duluth/Superior area is a true original along the pristine shores of Lake Superior. Steeped in the rugged beauty of the north, the Twin Ports offer four seasons of adventure, rich history, and a thriving cultural scene ready to surprise and delight visitors. Set dramatically on the westernmost tip of Lake Superior, Minnesota's northern hub tells stories of grit and grandeur. Over the years, the city has transformed from a rough-and-tumble logging and mining outpost into a destination for both outdoor enthusiasts and culture seekers, completing one of America's great urban renewal stories.



For the unacquainted, our region rises dramatically from the lakeshore, creating a San Francisco-like topography that rewards visitors with pretty vistas from "over the hill." The city's skyline, trails and the rugged North Shore that stretches toward Canada awaken curiosities and call for adventure. In short, the roughly 120,000 residents Twin Ports area serves as both a destination and a gateway to some of the Upper Midwest's most compelling experiences.

For these reasons and more, Duluth has topped lists on the best cities to live and work. Over the past decade, the Northland has received a lot of attention as a "climate refuge" that is less likely to suffer from the worst effects of climate change. While the label is new, the cooler temperatures have brought in summer tourists looking to escape the heat and humidity for decades.



- Duluth is the least stressed-out city in America according to [smartasset.com](#)
- Named one of the best towns in America according to [CNN](#).
- One of the top 25 best places to live in the Midwest, according to [Livability.com](#)
- "A Climate Change Refuge" according to the [New York Times](#)
- Duluthians live right next to the largest fresh water lake by surface area on the planet
- Duluth is a gateway to Minnesota's North Shore, one of the most amazing day-trips or weekend get-aways in the country.
- DTA headquaters is steps away from great dining, entertainment, recreation and more in the bustling Lincoln Park Craft District
- Once home to more millionaires per capita than any other city in the United States

# OUR GOALS

## ● GROWING RIDERSHIP ON EXISTING ROUTES

Leveraging payment and trip planning technology, bus stop amenities, and continuous analysis/revisions to route frequency/time-points to provide the best service possible to the current served network

## ● BUILDING TOWARD BUS RAPID TRANSIT

Conducting planning studies and securing funding to add Bus Rapid Transit to arterial corridors in the upcoming years. Partnering with infrastructure projects and leveraging resources to create a BRT reality.

## ● TRANSIT ORIENTED DEVELOPMENT/JOINT DEVELOPMENT

Aiming to influence the cities' zoning and planning policies, encouraging more growth along primary transit corridors. Leveraging existing and future properties for higher and better use as it pertains to transit network goals.

## ● IMPROVING CUSTOMER SATISFACTION

Improving on-time performance, technology/communications enhancements, expanding service strategically, safety and security continuous improvement

## ● OPERATIONAL EFFICIENCY

Optimizing resource usage in terms of fleet and labor dimensions. Minimizing risk profiles of operational activities, adjusting system to correspond to healthy service metrics.

## ● CORE FUNCTION MAINTENANCE

Ensuring the vitality of Operational expectations, staffing, grant funding, ridership growth, and organizational integrity of a strong and vibrant community asset.

# DIRECTOR OF OPERATIONS

## JOB PURPOSE:

The Director of Operations plays a critical leadership role within the DTA. They serve as the manager of the Operations Department, overseeing the attainment of company goals as set forth by the General Manager. The Director of Operations' primary responsibilities are assuring that all employees of the Operations Division complete their work in a manner that is professional, of the highest quality, and as cost-effective as possible.

## DUTIES AND RESPONSIBILITIES:

- Work with the General Manager to determine the goals and needs of the Operations division. Implement programs and solutions as necessary to attain stated divisional and company goals.
- Communicate all company goals and coordinate work activities with Department Directors.
- Responsible for the administration of company policy concerning bus operators.
- Responsible for monitoring the performance of each employee.
- Ensuring that an adequate labor force projection is accurate.
- Responsible for accurately maintaining all necessary records and assuring that the union contract is correctly interpreted and that its provisions are fairly and consistently applied.
- Prepare all reports as necessary. Review internal and external communications. Review data to determine the goals and needs of the division.
- Monitor the bus service delivery system and ensure that the public is receiving quality bus service that is safe, comfortable, on time, and efficient.
- Union relations and issues
- Responsible for the administration of the FTA-required Safety Sensitive Drug and Alcohol testing program.
- Serve as a member of the company contract negotiating team for unionized employees. Conduct negotiations in accordance with fair labor practices.
- Assist in the development and management of the divisional budget.
- Represent the company at community functions and events as needed.
- Serve as a DTA representative on boards and committees as required.
- Perform other related duties as may be required.

## QUALIFICATIONS:

- Education or experience in transportation, logistics, public administration, business, urban planning, or related field is preferred.
- Minimum of five years' experience in personnel administration, labor relations, and operations management.
- Ability to coordinate, direct, supervise, and evaluate the work of subordinates and maintain confidentiality.
- Demonstrated ability to work effectively in a diverse workforce.
- Ability to apply collaborative work strategies and gain the cooperation of all levels of employees.
- Ability to develop new or alternate methods, procedures, and policies which result in improved effectiveness, efficiency, and/or cost-savings
- Ability to write, prepare, and proofread comprehensive written reports; establish and maintain positive working relationships with agency personnel, union representatives, board of directors, and the general public
- Excellent interpersonal skills to exchange and or convey information, receive work direction, and maintain effective working relationships with all levels of employees, committees and groups; and to diffuse situations/conversations that have escalated beyond normal limits
- Demonstrated experience with the job functions of this position.
- Experience in mass transit or transportation preferred but not required.
- Organized, plans time, sets priorities, and meets critical deadlines.

## PHYSICAL REQUIREMENTS:

- a) Must be able to sit for an extended period of time.
- b) Must have manual dexterity to operate a computer and other office equipment.
- c) Must be able to lift and carry 25lbs
- d) Must be able to drive an automobile

## SALARY

The starting salary range for this position is dependent upon experience.

## HOW TO APPLY

To be considered, submit a resume and cover letter outlining interest and suitability for the role to [tchristensen@duluthtransit.com](mailto:tchristensen@duluthtransit.com)

DTA is an equal opportunity employer and values diversity. All employment decisions are decided on the basis of qualifications, merit, and business needs.

## BENEFITS

Industry-leading benefits include:

- 12% match of annual salary to a money market retirement account
- Health, Dental and Vision insurance NO monthly premiums for the whole family
- Low \$500 deductibles for the whole family!
- Paid vacation, paid holidays, and generous sick time
- Employee Assistance Program
- Flex spending account
- Free parking
- Free bus pass for you and the whole family