

POSITION DESCRIPTION

	Class Title: Special Assistant	Safety Sensitive: No	Pay Grade: DIR Job Code: 2008	Reviewed: 02/17/2026
	Working Title: Deputy Director of Transit	FLSA Status: Exempt-Admin Position Status: Unclassified	Created: 02/17/2026 Updated:	

GENERAL DESCRIPTION

Under executive direction of the Transit Director, provides leadership and direction to all areas of the Knoxville Area Transit (KAT) System.

ESSENTIAL FUNCTIONS

Provides strategic leadership and direction to fixed route service, ADA Paratransit, planning, maintenance, safety and training; fosters a collaborative and results-driven work culture.

Provides management oversight of the scheduling and service planning functions; monitors overall system operations and identifies opportunities for improvements and efficiencies through various administrative and supervisory functions including, but not limited to: policy development, budget oversight, managing special events, projects, charter services, and assessment of NTD statistical data and performance results.

Implements, monitors, and maintains key performance indicators (KPIs) to assess the effectiveness of operating and safety functions and identify areas for improvement.

Oversees the development and implementation of safety rules, policies, and procedures; communicates safety expectations; and maintains accountability for the safety performance of the entire agency.

Identifies and addresses operational deficiencies; formulates and recommends operating policies and procedures and updates existing policies or procedures as needed.

Works closely with the Director of Maintenance to support operational service needs including, but not limited to: electric vehicle charging, fleet availability/downtime, and maintenance issues affecting operational services.

Ensures compliance with the collective bargaining agreements.

Oversees successful charter service per FTA guidelines.

Supports the administration and monitoring of the Transit Asset Management (TAM) plan and the Public Transportation Agency Safety Plan (PTASP).

Serves as a key member of the senior management team, working closely with the Department Heads to establish organizational goals, objectives, strategies, and priorities, and to ensure they are effectively carried out.

Assists in establishing strategic direction for KAT and refining short-term goals, objectives and priorities.

Maintains effective communications with the Knoxville Transit Authority (KTA) Board, City Council and other federal, state, regional and local agencies, and represents KAT in public meetings and hearings as the need arises.

Establishes policies that promote company culture and vision, while maintaining positive workforce relations and employee morale.

Contributes to ensuring that the Equal Employment Opportunity (EEO), Title VI, Agency Safety Plan, and the Drug and Alcohol policies and programs at KAT are carried out.

Cooperatively and efficiently performs related tasks and duties as required by the Director.

MARGINAL FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of principles and practices of organization and management of transit operations and functions.

Knowledge of maintenance and other methods, materials, and equipment needed for transit operations.

Knowledge of State and federal laws applicable to the transit.

Special Assistant - Deputy Director of Transit Position Description

POSITION DESCRIPTION

 CITY OF KNOXVILLE	Class Title: Special Assistant	Safety Sensitive: No	Pay Grade: DIR Job Code: 2008	Reviewed: 02/17/2026
	Working Title: Deputy Director of Transit	FLSA Status: Exempt-Admin Position Status: Unclassified	Created: 02/17/2026 Updated:	

KNOWLEDGE, SKILLS AND ABILITIES (Continued)

Knowledge of current publications, trends, and developments in transit.

Ability to plan for transit needs, to delegate responsibilities, and to coordinate and review the work of operating divisions.

Ability to plan, organize, assign, supervise, and inspect the work of others.

Ability to keep operational records and make reports.

Ability to establish and maintain effective working relationships with the public and other employees.

PHYSICAL REQUIREMENTS

This position consists of primarily sedentary work, requiring the incumbent to exert up to 10 pounds of force occasionally, or a lower amount of force frequently, in order to lift/carry, push/pull, or otherwise move objects. A description of the specific physical requirements associated with this position is maintained on file in the Human Resources office for review upon request.

MENTAL REQUIREMENTS

This position requires the use of logic and/or scientific thinking to define problems, collect information, establish facts, draw valid conclusions, devise and implement policies and regulations, and to manage and coordinate multiple programs or projects. A description of the specific mental requirements associated with this position is maintained on file in the Human Resources office for review upon request.

MINIMUM REQUIREMENTS

Associate's Degree from a CHEA accredited college or university AND fifteen (15) years of strong managerial and leadership experience in a government setting.

OR

Bachelor's Degree from a CHEA accredited college or university in Public Administration, Business Administration, Planning, or a related field AND eight to ten (8-10) years of leadership experience, which includes overseeing a team of staff.

PREFERRED QUALIFICATIONS

Proven success in organizational transformation resulting in improved efficiency and effectiveness.

Excellent leadership and people management skills, with the ability to motivate and mentor staff effectively.

Customer-focused, innovative, strategic thinker and team player.

Excellent interpersonal skills with both internal staff and external stakeholders, as well as the ability to communicate effectively, both orally and in writing.

Strong understanding of budgeting and financial management.

Familiarity with technology integration and data-driven decision-making.

HYBRID WORK ELIGIBILITY

This position is eligible for hybrid work.

POSITION DESCRIPTION

	Class Title: Special Assistant	Safety Sensitive: No	Pay Grade: DIR Job Code: 2008	Reviewed: 02/17/2026
	Working Title: Deputy Director of Transit	FLSA Status: Exempt-Admin Position Status: Unclassified	Created: 02/17/2026 Updated:	

Signature **Job Title**

Department