



Job Title: Operations Manager

Department: Operations

Reports To: Transit Director

FLSA Status & Pay Grade: Exempt (6)
\$48,651 to \$81,078

Prepared Date: July 26, 2019

Job Summary

Performs various duties relating to the supervision of transit operations including personnel, marketing, planning, and safety and scheduling. May drive or dispatch as needed.

Supervisory Responsibilities

Directly supervises bus operators, dispatchers, and transportation supervisors. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Essential Job Functions

1. Oversee the development of staff and operator schedules fairly, in consideration of seniority, according to demands/requirements and adhering to the budget.
2. Oversee training to ensure necessary training is completed for new hires and veteran drivers.
3. Oversee Drug and Alcohol Program to see that it is compliant with Federal Regulations.
4. Responsible for positive employee morale and quality customer service.
5. Ensures that individual customer/passenger concerns are responded to in a manner that includes investigation and follow-up as concerns apply to specific employees.
6. Responsible for recruiting, selecting, and training new operator and staff employees.
7. Conducts performance reviews for all operations staff as least annually.
8. Monitor budget to ensure that payroll and other expenses stay within the budget.

Other Duties and Responsibilities

1. Performs other duties as assigned.
2. Routematch installation and project management.
3. Management of tablets and tablet inventory.
4. Management of Access Control for Greenway and Padnos Depot Buildings.
5. Monthly NTD S&S 40 and S&S 50 reporting.
6. Monthly Demand Response and Fixed Route Operations Reports.

Supplemental Essay Questions (Please limit each essay response to 250 words)

1. Provide examples of work experience involving regional cooperation and coordination with partner organizations.
2. Describe your personal approach to problem solving and explain skills that you would contribute as Transit Operations Manager.
3. List past experience with route planning and trip scheduling software and give examples of scheduling conflicts that you have helped to resolve.

Competencies

INTELLECTUAL

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

INTERPERSONAL

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

LEADERSHIP

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

ORGANIZATION

Business Acumen - Understands business implications of decisions; Displays orientation to responsible financial choices; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

SELF MANAGEMENT

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Qualifications

EDUCATION AND EXPERIENCE

1. High School Diploma or equivalent, preferred higher education in Business and management area.
2. Previous supervisory experience required, preferably in transportation operations.
3. Previous customer service experience preferred, but not required.
4. Experience in developing and managing customer service initiatives preferred.
5. Ability to read and write and understand basic directions.
6. The ability to work independently.
7. Regular and Predictable attendance.
8. Ability to stay awake.

LANGUAGE SKILLS

1. Ability to communicate effectively in both written and spoken form.
2. Bi-lingual skills (English/Spanish) is preferred, but not required.

COMPUTER SKILLS

1. Functional knowledge of word processing, spreadsheet, and presentation software.
2. Knowledge of Windows-based computer operating systems.
3. Knowledge of route planning and trip scheduling software.

OTHER QUALIFICATIONS

1. Ability to work flexible hours, including weekends.
2. Knowledge of Max transit service area and system parameters.

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