



<b>Job Title:</b>	Operations Manager	<b>Supervisor (Y/N):</b>	Yes
<b>Location:</b>	Greenway Facility 11660 Greenway Drive, Holland, MI	<b>Work Hours:</b>	40 hours per week; AM/PM Schedule with Assistant Manager for maximum coverage
<b>Pay Rate/Salary Range:</b>	\$48,651 - \$81,078	<b>Position Type:</b>	Full-time / Exempt
<b>Posting Contact:</b>	Beth Higgs, Deputy Director	<b>Date posted:</b>	8/1/2019
<b>Reports to:</b>	Executive Director	<b>Posting Expires:</b>	9/3/2019 5:00 pm
<b>Applications Accepted By</b>			
<b>Fax or E-mail:</b> (616) 928-2467 or <a href="mailto:b.higgs@catchamax.org">b.higgs@catchamax.org</a> <b>Attention:</b> Beth Higgs		<b>Mail:</b> Beth Higgs Macatawa Area Express (MAX) 171 Lincoln Avenue, Suite 20 Holland, MI 49423	
<b>Job Description</b>			
<b>Job Summary</b> Performs various duties relating to the supervision of transit operations. 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. May drive or dispatch as needed.			
<b>Essential Roles and Responsibilities</b> <u>Leadership</u> - Displays passion and optimism; Inspires respect and trust; Provides vision and inspiration; Oversees safety and training program; <u>Teamwork</u> - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; <u>Professionalism</u> - 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; Works with integrity and ethically; Upholds organizational values.			
<b>Qualifications and Education Requirements</b> 1. Previous supervisory experience required, preferably in transportation operations. 2. Previous customer service experience preferred, but not required. 3. Experience in developing and managing customer service initiatives preferred. 4. High School Diploma or equivalent, preferred higher education in transportation planning, logistics, or business management.			
<b>Supplemental Essay Questions (Please limit each essay response to 250 words)</b> 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.			

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