

MASS TRANSPORTATION AUTHORITY
JOB DESCRIPTION

POSITION: OPERATIONS MANAGER – Your Ride
(Nights and Weekend Work will be Required)

CLASSIFICATION: SUPERVISORY

SCOPE OF RESPONSIBILITIES:

The Operations Manager for Your Ride is responsible for assisting the Chief Operating Officer for Para-Transit in all aspects of daily operation of MTA's Para-Transit service. This includes supervision of operations personnel and execution of service in accordance with operating procedures and safety programs. The manager will oversee the operations of an array of Para-Transit services under the umbrella of Your Ride transportation, as well as related administrative functions and activities.

SUPERVISION BY: CHIEF OPERATING OFFICER – PARA-TRANSIT

PRINCIPAL RESPONSIBILITIES:

- Supervise and direct all classifications of Para-Transit team members, monitoring work performance
- Assist in interviewing, selection, and training of new team personnel
- Assist in counseling and disciplining team personnel, as needed, and in accordance with MTA rules, regulations, and contractual agreements
- Identify and implement procedures that continually communicate and reinforce the importance of excellent customer service and safety
- Develop and implement, together with Your Ride team members, procedures to enhance service delivery
- Ensure that all activities of the Your Ride program, especially the delivery of service, are performed in a safe manner
- Have a strong working knowledge of all MTA policies and procedures and counsel team members on proper adherence to them
- Optimize the utilization of team members, vehicles and facilities to provide efficient, effective service
- Assist Chief Operating Officer in preparing annual department budgets and reports, and ensure that proper cost controls are maintained
- Conduct daily employee briefings on safety and job-related concerns
- Monitor driver performance for compliance with instructions and operator procedures
- Administer drug screens as required by Human Resources
- Assist with accident investigations
- Assist in receiving, investigating, and resolving operation-related issues and/or complaints from public, management and department personnel
- Work in conjunction with the Human Resources Department to formulate training programs and assist in team member training as appropriate
- Perform other duties as assigned

EDUCATION AND EMPLOYMENT REQUIREMENTS:

- Bachelor's Degree, Master's Degree, preferred
- Three to five years minimum supervisory experience, preferably in the transit field
- Excellent written and oral communication skills
- Computer literate
- Ability to analyze complex reports and information and to utilize them effectively
- Demonstrated ability to make decisions of greater than ordinary difficulty
- Ability to communicate, motivate and organize projects among a broad spectrum of staff, frequently under deadline pressure
- Willingness to work evenings and weekends
- Ability to work in a team environment
- Experience identifying opportunities to enhance and improve service delivery, operational efficiency and organizational capacity
- Capable of working effectively in stressful situations

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Typical of an office environment

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Typical of an office environment

SALARY:

Determined by Education and Experience of Applicant

APPLICATION SUBMITTAL:

Applications will be accepted until the position is filled. Apply in person at the MTA Administration Building, 1401 S. Dort Hwy., Flint **OR** any MTA location. Submit resumes to jobs@mtaflint.org. MTA is an equal opportunity employer!

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.