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TITLE **Operations Manager**

DESCRIPTION **Supervised By:** Executive Director

Supervises: Public Bus Operators, Transportation Services Coordinators, and Operations Supervisors

Position Summary:

Under the general supervision of the Executive Director, plans and directs the operation of transportation services, including the general administration, personnel issues, budgeting, and policies and procedures development. Oversees the day-to-day operations of the department, monitors performance and administers policies, procedures and regulations.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

- Plans, organizes and directs all aspects of transportation services operations including personnel management, budgeting, general administration, and capital needs assessment. Develops, recommends and implements policies and procedures in accordance with departmental directives and BATA guidelines.

- Participates in the hiring, training, supervision, evaluation and discipline of departmental employees. Supervises personnel, assigns work, monitors employee performance and efficiency.

Takes disciplinary action according to established procedures, participates in grievance procedures, and otherwise administers labor contracts.

- Ensures operations are carried out in a safe and efficient manner. Oversees departmental safety training, participates as a member of the safety committee, implements safety awareness programming, instructs employees on safety standards and ensures compliance with all applicable safety rules and procedures. Participates with American's with Disability Act (ADA) implementation and compliance.

- Conducts research, compiles information, and prepares reports. Maintains detailed record keeping system according to established requirements.

- Assesses department operations, staffing levels, facilities, and equipment. Develops annual budget requests, administers the

WE ALSO RECOMMEND

OTHER JOBS WITHIN SAME CATEGORY

-- None found --

OTHER JOBS WITHIN 60 MILES

Public Bus Operator (Paid CDL Training) in Traverse City, MI
Posted on:

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Bus Washer/Detailer in Traverse City, MI
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Custodian/General Laborer in Traverse City, MI
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department budget, and ensures that authorized budgetary procedures are properly used. Purchases supplies, equipment, and materials according to established procedures.

- Directs and participates in the inspection of shelters and signs to determine maintenance needs and assure compliance with established standards. Responds to complaints or inquires from citizens and customers.
- Keeps abreast of new developments in the field, new administrative techniques, and current issues through professional growth.
- Collaborates with other departments, and/or the Operations Manager, on special projects.
- Attends meetings and makes presentations as requested.
- Rotates shifts and on-call duties as required.
- Perform related work as required.

POSITION REQUIREMENTS **Required Knowledge, Skills, Abilities, and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Educational requirements include an Associate's Degree or the equivalent in business administration, technical management administration, or related field.

Experience requirements include five years of progressively more responsible experience in administrative and supervisory duties.

Must possess and maintain a valid Michigan driver's license and be able to maintain a Commercial Driver's License Class B with, at minimum, passenger endorsement, and air brakes within 30 Days of Hire

Ability to obtain a commercial's drivers license upon hire.

Thorough knowledge of management techniques involved in operations management, budgeting, personnel administration, and contract and project administration.

Considerable knowledge of equipment operational demands in the delivery of transportation service.

Skill in assembling and analyzing data, and in preparing comprehensive and accurate reports.

Skill in effectively communicating ideas and concepts orally and in writing.

Skill in the use of office equipment and technology, including computers and a variety of related software, and the ability to master

new technologies.

Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with the employees, public, administrators, and professional contacts.

Ability to critically assess situations and solve problems, maintain confidentiality and work effectively under stress, within deadlines, and changes in work priorities.

Ability to effectively lead and motivate others and train, supervise, and evaluate their work.

In addition to the above requirements, all positions require the ability to read, write, speak and understand the English language as necessary for the position; the ability to follow written and oral instructions and the ability to interact positively with other employees and members of the public. Employees are also expected to possess and maintain a record of orderly, law-abiding citizenship, sobriety, integrity, and loyalty as it pertains to and reflects upon their employment. Employees must be physically and mentally able to perform the essential duties of their position without excessive absences.

Physical Demands and Work Environment:

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

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office and field setting, stand, sit, stoop and kneel, use hands to finger, handle or feel and reach with hands and arms. The employee must lift and/or move items of moderate to heavy weight.

While in the field, the employee is required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move objects of moderate weight. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision, depth perception, and ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; fumes or airborne particles; toxic or caustic substances; outside weather conditions; and vibration. The noise level in the work environment can range from moderate to loud.

Employment Status:

It is the policy of the Authority that all employees in this job classification are employed at the will of the Authority and may resign or be dismissed with or without cause or notice at any time during employment.

FLSA – Exempt – Administration

Level 5

July 2018

FULL-TIME/PART-TIME	Full-Time
POSITION	Operations Manager
NUMBER OF OPENINGS	1
EXEMPT/NON-EXEMPT	Exempt
ABOUT THE ORGANIZATION	Community Partner As a public entity, Bay Area Transportation Authority (BATA) is a vested community partner. Significant community input has driven a multi-faceted improvement plan.

Team BATA Milestones

Our 120 employees, along with the strategic vision of our leadership and the BATA Board, have played a major role in making BATA a better service. Milestones include the following:

A major financial turn-around

Grant-funded capital improvements, including new buses and transfer station renovations

Organization-wide customer service training

New branding and service names

Serving Leelanau and Grand Traverse Counties

BATA provides more than half a million rides to residents and visitors in Leelanau (pop. 21,708) and Grand Traverse counties (pop. 86,986), including those in the city of Traverse City (pop. 15,479). BATA is driven to meet the expectations of voters who approved a multi-year millage for operations by 56% in May 2017.

New Directions and Better Connections

Recent service and route improvements are designed to establish a system that meets residents' daily transportation needs. Known historically for 'dial-a-ride' services, BATA's new model integrates zone and fixed route services. The resulting efficiencies allow for a significant expansion of services.

EOE BATA is an equal employment opportunity employer. Discrimination

STATEMENT against any person in recruitment, examination, appointment, training, promotion, retention, discipline, or any other aspect of personnel administration because of race, national origin, religion, color, age, sex, marital, status, height, weight or a disability that is unrelated to the individual's ability to perform the duties of a particular job is prohibited except where a specific age, sex, or physical requirement constitutes a bona fide occupational qualification necessary to ensure proper and efficient administration.

THIS POSITION IS CURRENTLY ACCEPTING APPLICATIONS.

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