



## Position Description

**Title:** Operations Manager – Paratransit  
**Department:** Administration  
**Supervisor:** General Manager & CEO  
**Status:** Full time; Salaried; Exempt; Non-Bargaining  
**Hours:** Monday – Friday; 8:00 a.m.-5:00 p.m.; Additional hours as needed

**Summary:** The Operations Managers are responsible for the management of service delivery for fixed route and paratransit service along with the day-to-day operations of the department.

**Essential Duties & Responsibilities:** The following is intended to describe the general content of and requirements for the performance of this position. This job description is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements. Other duties may be assigned and required.

- Responsible for oversight and day-to-day management and assists with the overall leadership, planning and direction of the Operations Department.
- Ensures the effective delivery of paratransit service while focusing on safety, customer service and on-time performance.
- Plans, implements and directs programs to improve department efficiencies and service delivery with guidance and oversight from the General Manager & CEO.
- Responsible for the supervision, training, development and performance review of Operations Supervisors, Dispatchers, Operators and Security.
- Assists the Operators Supervisors with the review and investigation of passenger service reports and other internal investigations as directed.
- Works in partnership with Human Resources to hire, train and develop Operations team members.
- Responsible for innovation and technology in relation to service delivery and improving efficiencies.
- Advises staff under his/her direction on labor issues including safety, security, employee relations, scheduling, training and grievances as needed.
- Ensures direct reports adhere to company policy and supervises in a fair and equitable manner.
- Responsible for all departmental reporting and assists with ridership analysis.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

**Reasoning Ability:** The ability to apply common sense and understanding to carry out detailed written or verbal instructions is necessary along with the ability to understand the application of

policies and procedures in the day-to-day operations. This position requires ability to analyze data and develop a variety of reports.

**Education and/or Experience:** A bachelor's degree is preferred; minimum of two years supervisory or management experience required. Experience in public transportation or a related field is a plus along with demonstrated experience with federal, state and local regulatory agencies.

**Language Skills:** Exceptional communication skills.

**Mathematical Skills:** Basic math and accounting skills along with the ability to analyze, compile and report data.

**Computer Skills:** Strong, demonstrated experience with Microsoft Office with the ability to learn industry-specific software applications.

**Certifications, Licenses, Registrations:** Class B or higher CDL with passenger and airbrake endorsements is preferred.

**Other Skills and Abilities:**

- Exceptional leadership, management and communication skills
- Exceptional customer service delivery
- Proficiency in organizational and time management skills with the ability to manage and prioritize multiple tasks
- Knowledge of state and federal laws pertaining to public transportation
- Willingness to learn and participate in professional development opportunities as directed

**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. While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee is occasionally required to climb or balance, stoop or kneel. Normal talking and hearing abilities, with or without remedial medical equipment, are necessary. Specific vision abilities required by this job include close vision and ability to adjust focus. The employee frequently is required to stand, walk, use hands to feel and stoop, kneel or crouch. The employee must occasionally lift and/or move more than 25 pounds.

**Work Environment:** Work is performed in the administration office, various areas of the complex and as well within the community. While performing the duties of this job, the employee is frequently required to stand, sit, talk and hear. Position will require travel within the service area and surrounding region. Position is exposed to outside weather conditions. The noise level in the work environment is usually quiet to moderate; noise levels may increase depending on activities or events in the facility.

**Supervisory Responsibilities:** The Operations Managers directly supervise Operations Supervisors, Dispatcher, Access Scheduler, Access Clerk, Fixed Route and Paratransit operators.

I have read and understand the requirements of this position and am able to carry out the essential functions of the position with or without a reasonable accommodation.

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Employee

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Date

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Human Resources

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Date