



Overview

The Director of Operations provides oversight and management for fixed route and paratransit service delivery. This position is a member of the Executive Leadership Team and reports to the General Manager & CEO.

Responsibilities:

- Provides leadership, planning and direction for the Operations Department
- Assures the effective delivery of fixed route and paratransit service
- Plans, implements and directs programs to improve department efficiencies and service delivery
- Responsible for hiring, training, on-going development and evaluation of Operations Department employees
- Represents corporation in presentations, meetings and community events as needed
- Effectively manages and controls department budget
- Advises department supervisors and managers on labor issues including safety, security, employee relations, scheduling and training
- Responsible for all departmental reporting, including tracking, compiling and analyzing fixed route and paratransit ridership
- Other duties and responsibilities as assigned by the General Manager & CEO

Experience, Skills and Knowledge Required:

- Excellent leadership, management and communication skills
- Five (5) years of experience in directing all aspects of fixed route and/or paratransit operations of similar size and scope
- Strong organizational and management skills with the ability to manage multiple priorities and projects
- Proficiency in Microsoft Office with the ability to learn industry specific softwares
- Knowledge of state and federal laws pertaining to public transportation
- Ability to work effectively with labor; including labor grievances and negotiations

Education, Licensing and Certifications Preferred:

- Bachelor's degree or equivalent in Transportation, Logistics, Business Administration or related field
- CDL preferred, but not required

To Apply:

Please submit a cover letter, including salary requirements, and resume to Tracy Davis, Director of Human Resources at tdavis@sbtranspo.com