



## Position Description

**Title:** Director of Operations  
**Department:** Administration  
**Supervisor:** General Manager and Chief Executive Officer  
**Status:** Salaried; Exempt; Non-Bargaining  
**Hours:** Monday – Friday 8:00 a.m.-5:00 p.m.; other hours as needed

### Summary:

Under the direction of the General Manager and Chief Executive Officer provides oversight and management of the service delivery for fixed route and paratransit service including all departmental activities. This position is part of the Executive Team and interacts with the Transpo Board of Directors

**Essential Duties & Responsibilities:** The following is intended to describe the general content of and requirements for the performance of this job. 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:

- Provides overall leadership, planning and direction for the department
- Assures the effective delivery of fixed route and paratransit service while focusing on safety and training, customer service and on-time performance
- Plans, implements and directs programs to improve department efficiencies and service delivery
- Assists with hiring, training, on-going development and performance appraisals for Operations Department employees in accordance with company policies
- Oversees internal investigations and resolves employee issues and grievances
- Represents the corporation in presentations, meetings, community events and other duties as directed by the General Manager & CEO
- Effectively manages and controls department budget
- Advises Operations Supervisors and Managers on labor issues including safety, security, employee relations, scheduling, training in accordance with company policy
- Assists with departmental reporting and ridership analysis
- Other duties and responsibilities as assigned by the General Manager & CEO

**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 functions.

**Reasoning Ability:** The ability to apply common sense understanding to carry out detailed written or oral instructions is necessary, along with the ability to understand policies, procedures and regulations and the application to day to day operations.

**Education and/or Experience:** Bachelor's degree in Transportation, Business Administration, Communications, or a related field, with a minimum of five (5) years of progressively responsible experience, to include supervisory experience, in the public transportation industry.

**Language Skills:** Exceptional written and oral communication skills.

**Mathematical Skills:** Basic mathematical and analytical skills are required.

**Certifications, Licenses, Registrations:** A valid driver's license is required.

**Other Skills and Abilities:**

- Excellent leadership, management and communication skills
- Exceptional customer service delivery
- Proficiency in organizational and time management skills with the ability to manage multiple priorities
- Knowledge of state and federal laws pertaining to public transportation

**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 the ability to adjust focus. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; stoop, kneel and 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 in the cities of South Bend and Mishawaka and surrounding areas. Specific vision abilities required by this job include close vision and the ability to adjust focus. The employee may be required to move or lift ten (10) pounds. Position is exposed to outside weather conditions when traveling to appointments. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. While performing the duties of this job, the employee may be required to stand or sit, walk; use hands to operate objects, tools or controls. Employee must be able to reach with hands and arms. The noise level in the work environment is usually quiet to moderate; noise levels may increase depending on activities or events in the facility. The employee, in the normal course of business, will be subjected to outside weather conditions.

**Supervisory Responsibilities:** Direct supervision of Operations Manager, Supervisors, Dispatcher, Access staff and oversees all 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.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date