

JOB DESCRIPTION

Job Title: Director of Operations
Department: Operations
Reports To: Assistant General Manager
FLSA Status: Exempt
Prepared By: Human Resources
Prepared Date: 04/01/09
Position: Full Time
Payroll: Salary

SUMMARY:

Primarily responsible for all duties of a bus operator, scheduler, dispatcher and Transit Supervisor to ensure customer satisfaction and high performance standards.

ESSENTIAL DUTIES:

Include the following

- Be able to perform all duties of a bus operator, scheduler, dispatcher and transit supervisor.
- Must work closely with maintenance to ensure that operators are operating all vehicles in the safest manner possible.
- Monitor and anticipate trends that relate to performance of operations and implement corrective actions.
- Responsible for all screening, interviewing, hiring, discipline management, and termination of all assigned employees.
- Responsible for ensuring that a quality-training program is in place and being implemented. This includes all operators, dispatchers and schedulers.
- Prepares all runcut and schedules for the markup and ensures that schedules limit the use of over time.
- Oversee all charters to anticipate the needs and provide all necessary direction to ensure success.
- Responsible for managing personnel to meet the needs of an ever changing schedule, absence of operators and other unforeseen turn of events while at the same time managing overtime.
- Must attend to personnel issues on a daily basis including discipline management, employee relations, the interviewing and hiring process, and completion of evaluations.
- Maintain demand response passenger per hour goals (2.5 passengers per hour) as set by senior management.
- Must maintain a current understanding of the Americans Disabilities Act and its applications to the Paratransit system. This includes policy adherence.
- Oversee and answer all daily problems and questions that arise regarding operations.
- Work with dispatch in order to see that routes are operated smoothly.
- Work to maintain the highest level of customer service possible in all areas of operations.
- Ensure that appropriate control measures are in place to safe guard the management of all cash.
- Ensure that daily "on time" performance checks on all operators are being preformed from various sites in the community.
- Must investigate customer complaints and issues on an individual basis and provide corrective action.
- Assists in emergency pick-ups.
- Ensure that all documentation is complete, including accident investigation reports and employee counseling sessions.
- Observe and enforce all aspects of the corporate safety program.
- Maintain monthly management reports and track statistical information necessary for recommendations and decisions.
- Work with dispatch and supervisors in the scheduling of the operator's route and hours.
- Address any problems or complaints that may occur while operators are on their routes.
- Review daily accounting of passenger boarding and receipts. Complete any follow-up collections. -Complete the daily schedule in the absence of the Scheduler.
- Oversees the development of a computer based scheduling system.
- Work with the Assistant General Manager in maintaining an efficient operations team and perform any other operational duties.
- Work closely with the Director of Maintenance to ensure that all vehicles are used in the safest most efficient manner. (This includes ensuring that pre-trip and post-trip inspections are being preformed on a daily basis).
- Conducts "on time" and performance evaluations and ensures that an on time performance of 95% or better is maintained.
- Assists with maintaining policy and contract adherence.
- Perform other duties as assigned by senior management.
- Some outside office hours may be required.

SUPERVISORY RESPONSIBILITIES:

Directly responsible for all Paratransit, Baylor, Fixed Route, Medicaid and charter services along with dispatching and scheduling to ensure optimum performance and meet customer’s expectations.

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 function

- Must be able to delegate authority and work harmoniously with co-workers and subordinates.
- Must be able to demonstrate good time management skills.

EDUCATION and/ or EXPERIENCE:

Level 5: Associate's degree or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Level 4: ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures and government regulations. Ability to write reports, business correspondence, and procedural manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Level 3: Ability to calculate figures and amounts such as discounts, interest, commissions, proportion percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry

REASONING ABILITY

Level: 5. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSE, REGISTRATION

-Must have a current Commercial Driver's License with Passenger endorsement.

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.

- While performing the duties of this job. The employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl.
- The employees must occasionally lift and/or move 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

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.

- While performing the duties of this job, the employee occasionally works near moving mechanical parts. The employee is frequently exposed to assorted fumes or airborne particles and toxic or caustic chemicals; and exposed to vibrations. The employee occasionally works in high precarious places.
- The noise level in the work environment is usually moderate, but on occasion can be loud.

EMPLOYEE STATEMENT OF AGREEMENT

By signing this job description, I believe I can perform the essential duties and responsibilities listed. This job description should not be interpreted as an employment contract, but rather a description of duties and skills required. Should at some point in time I not be able to perform these duties, it is my responsibility to contact my immediate supervisor.

Signed: _____ Date: _____

Supervisor's Signature: _____

The employee will receive a copy of this job description as well as the signed copy being placed in the employee's Human Resource file.