

JAUNT, Inc.

Job Title: Operations Manager
Reports to: Assistant Director
Salary Level: Professional

JOB SUMMARY:

The Operations Manager is responsible for the day-to-day management of transportation services. The Operations Manager supervises all transit operations including reservations, scheduling, dispatching, data management, and crisis management. The Operations Manager coordinates and schedules vehicle maintenance with Maintenance Supervisor. The Operations Manager works closely with the Assistant Director to ensure accurate and timely reporting. The Operations Manager may be requested to attend various board meetings, and other relevant meetings in addition to or in lieu of the Assistant Director. This position requires an individual with substantial transportation experience in the daily operations or specialized fixed route and demand-response service. It requires an individual with good judgment and professional ethics in a fast-paced, high pressure service environment. This individual must be able to communicate with a variety of people including clients, staff, board members, public officials, agency directors, federal and state officials.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Supervises the daily coding and entering of trip sheet data and the production of all computerized operations reports.
2. Prepares monthly agency billing reports.
3. Analyzes and evaluates data for accuracy and makes recommendations for policy and procedure changes to improve efficiency.
4. Assists in the development of procedures and policies including assisting in the implementation of the random drug and alcohol testing policy.
5. Supervises, develops and promotes transportation services, including out-based drivers, employment routes, in-based drivers, agency drivers, and special grant transportation.
6. Coordinates and schedules vehicle maintenance and repairs with outside contractors, works with Lead Mechanic to coordinate in-house maintenance.
7. Assists with maintenance record keeping and analysis.
8. Supervises dispatch and data entry staff.

9. Investigates accidents ensuring that accident policy and procedures are followed. Serves on Accident Review Committee to evaluate accident trends and modifies training as necessary.
10. Prepares incident reports as necessary.
11. Supervises the implementation of driver policies, rider policies and other operations policies and procedures.
12. Works closely with the appropriate staff to establish priorities in service delivery and marketing
13. Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND QUALIFICATIONS:

This position is professional, requires a high school diploma or equivalent with some college courses preferred in computer software applications, statistical math, or technical writing, and a minimum of 5 years of relevant experience, including supervisory experience; a general knowledge of routine vehicle maintenance; a demonstrated ability to accurately compute a variety of formulas and work with a variety of data; familiarity with transit operations; familiarity with the planning district; demonstrated ability to work well with diverse groups of people; ability to develop and present information to large and small groups including the general public; substantial experience with computers and computer-generated report formats; demonstrated oral and written communication skills; must possess a valid driver's license and an excellent driving record.