



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Transit Systems Director** is responsible for the support, development, implementation and operations of department services and advancing the community reach of those services. You work in partnership with the Chief Executive Officer (CEO), and other members of the senior management team to lead the corporation to assure compliance with the mission, goals, and strategic objectives. The Director is responsible for the continuation and compliance with program contracts and regulations. Responsible for the overall management and leadership of the Transit Systems Program including, NET Brokerage and the Public Transportation services, to ensure that program requirements, regulations and outcomes are met and assures consistent policies and procedures are in place for program operations. This is a supervisory position with the primary duty of overseeing all operations and staff related activities in support of client, and community needs in order to provide safe, affordable transportation to meet the needs of individuals and communities in the defined service region.

The Transit Systems Director also works in partnership with the President and Chief Executive Officer, and other members of the senior management team, to lead the corporation, and support the development, integration and management of a process to support Municipal funding to support the mission, goals, objectives, and policies formulated by the Board of Directors.

Position Title:

Transit Systems Director

Department:

Transit Systems

Reports To:

President and Chief Executive Officer

Supervises:

Compliance Manager, Finance Manager, Intake Supervisor, Operations Manager

FLSA Status:

Exempt

Salary Range:

F

Last Revised/Approved:

January 2026

ESSENTIAL DUTIES AND RESPONSIBILITIES

Overall responsibilities

1. Responsible for the overall management and leadership of the Transportation Services Program.
2. Participates in and ensures a Community Needs Assessment is completed as required and works to Identify community transportation needs.
 - a. Works with local partners or independently as WCAP to develop solutions to the identified needs.
 - b. Identifies and attracts the resources necessary to implement the solutions.
 - c. Works with MeDOT, MeDHHS, and other program sponsors to implement/operate transportation related programs in the defined region.
3. Oversees and ensures innovative, high-quality programming, services, systems, and practices.
4. Provides for programmatic structures that supports continued growth, development and refinement of services that are responsive to current and emerging community needs.
5. Ensures effective systems to track programmatic process and regularly evaluate program components so that effectiveness/challenges are identified, communicated and addressed.
6. Participates in program development and implementation, develops partnerships, creates, reviews and interprets policy, regulations and rules.
7. Oversees development, implementation, and review of department policies.
8. Prepares and submits funding applications as required to ensure program funding.
9. Develops and maintains service agreements, MOU's and contracts to support Department needs and goals.

10. Prepares and negotiates program budgets, work plans, contracts, proposals and narratives.
11. Maintains requirements for all Transportation contracts and Performance Standards.
12. Ensures the department meets regulatory, contract, and funding requirements.
13. Submits state and federal reports and other required materials timely to meet requirements.
14. Maintains/develops positive public relations in community and with funding sources.
 - a. Responds to client complaints/concerns.
 - b. Presents to community groups and otherwise publicizes WCAP and its transportation services.
15. Submits reports to the President and CEO and the Board of Directors on a regular basis.

Internal coordination and collaboration

1. Responsible for interagency projects that offer coordinated services for the benefit of individuals and families with low incomes.
2. Collaborates with other departments on agency-wide initiatives.
3. Works in collaboration with Agency staff to facilitate a team environment.
4. Works with other senior managers to maintain the overall effectiveness of the agency.
5. Participates in agency strategic planning process.
6. Initiates and develops funding for new programs in conjunction with the CEO and leadership team which meet the demonstrated needs of the community and clients.
7. Participates in the coordination, implementation, and maintenance of a centralized intake process across the agency to improve the customer experience.
8. Supports the development, implementation, and maintenance of an effective IT system and service supports to support agency, service and staff needs.
9. Assists and supports the development and maintenance of an effective municipal funding system and process for the agency.

Administration

1. Attends Board meetings as requested by the CEO and any requested Board Committee meetings.
2. Attends and participates in Leadership Team meetings.
3. Supports regular team departmental meetings.
4. Coordinates and participates on interdepartmental meetings as assigned by the CEO.
5. Follows Code of Conduct.
6. Adheres to Agency policies including the use of computer technology and all telecommunication devices.

Community Engagement and Outreach

1. Supports departmental programs by conducting community outreach efforts at community events and with local partners throughout the year.
2. Acts as a key liaison with other community organizations, program partners, DHHS, CDS and committees to promote the agency and services.
3. Assists the CEO in establishment and maintenance of positive relations with community and civic leaders, key personnel at grantor agencies and community partners.
4. Promotes positive program and agency image in collaboration with the Development Director for community education and engagement through materials, social media, web site, and press communications.
5. Collaborates with all partner agencies to assure effective communication processes across agencies

Program Administration & Monitoring:

1. Develops and oversees a monitoring system and procedures to assure compliance with all regulatory processes, performance standards and regulations.
2. Ensures standards for acquiring and maintaining space, equipment and supplies are met.
3. Builds cooperative goals and relationships of mutual trust.
4. Meets or exceeds department budget targets.
5. Attends and participates in Transportation meetings,
6. Ensures completion of year end actuary process.

7. Ensures effective systems to track programmatic requirements and regularly evaluate program components so that effectiveness/challenges are effectively communicated.
8. Ensures monitoring and data utilization systems identify challenges, strengths and opportunities with a solid commitment to quality and data-driven program decisions.
9. Ensures remediation of any non-compliance found in internal self-assessments.
10. Identifies and evaluates risks to WCAP and implements measures to control risks.

Contract Management

1. Prepares and submits program reports as required by all funding sources.
2. Prepares and submits funding applications as required to ensure program funding.
3. Develops and maintains service agreements, MOU's and contracts to support Department needs and goals.
4. Prepares and negotiates program budgets, work plans, contracts, proposals and narratives.
5. Maintains requirements for Department contracts and Performance Standards.
6. Ensures the department meets regulatory, contract, funding and requirements.
7. Submits state and federal reports and other required materials timely to meet requirements.
8. Oversees Department compliance with required standards, applicable laws, rules, regulations and grant/contract terms.
9. Designs and implements the systems necessary to meet service expectations and to satisfy the terms and conditions of all grants, contracts and applicable rules and regulations.
10. Documents all transactions, client eligibility, etc. as required by internal policies and procedures or external terms and conditions of funding.

Fiscal Management:

1. Operates all assigned activities within the Board approved budgetary constraints.
2. Follows Agency financial policies, practices and procedures.
3. Responsible for coordinated development of programs budgets, projections, and documentation in collaboration with Agency administration.
4. Maintains appropriate oversight of department activities to support staff and department in meeting and maintaining program fiscal objectives. Manages expenditures, analyzes variances and initiates corrective actions when indicated.
5. Coordinates and maintains an inventory of program equipment.
6. Secures resources through revenue generating activities to support existing program operations and/or expand the scope of services.

Personnel Management:

1. Manages personnel actions, hiring, supervising, and evaluation of department staff.
2. Manages personnel in accordance with applicable laws, rules, regulations and WCAP policies, protocols, practices and procedures.
3. Oversees appropriate training and/or professional staff development for direct reports.
4. Maintains appropriate staff training and technical assistance resources to meet program and staff need.
5. Maintains a system to support communication of current center events and challenges, urgent program needs including staffing/coverage as well as calendar of events.
6. Provides regular supervisory meetings for the department management team and ensures program staff receive regular supervisory support to meet program and staff needs.
7. Demonstrates effective communication skills in building relationships with all employees and clients.

Professional Development:

1. Maintains qualifications as required contracting regulations.
2. Participates in any required trainings, meetings and professional development activities.
3. Keeps up to date on State and Federal regulations governing all aspects relevant to this position.
4. Attends educational workshops; reviews professional publications; establishes personal networks; participates in professional groups.

Safety and Wellness

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.
3. Supports on site and in community safety, addressing all concerns in a timely manner.

Non-Essential Duties and Responsibilities:

1. Performs additional duties as assigned.

GENERAL EXPECTATIONS

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding workflow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by the Incumbent 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 required to stand, and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; occasionally lift and carry up to 35 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a business office setting and community settings. Noise level is generally quiet. Assigned work may require travel within the local or neighboring communities. Evening and weekend time may be required to meet program and/or organizational needs. Statewide travel may be needed for meetings and or trainings.

QUALIFICATIONS NEEDED FOR POSITION

General Requirements:

- Must pass background clearances as required by WCAP.
- Adequate transportation and ability to meet and maintain WCAP's minimum insurance requirements.
- Ability to pass pre-employment and on-going random drug-alcohol testing.

Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least seven years of business and/or program management experience in related field with progressively responsible experience.; Ten years preferred.
- Four years of successful supervisory experience and responsibility.
- Experience in management, administration of transportation, human service programs, community organizing, program and budget development, and financial management.
- Knowledge of and ability to interpret and implement State and Federal regulations.
- Must have excellent oral and written communication skills including the ability to communicate effectively with staff, clients, funders, and community partners.
- Experience in nonprofit management preferred.
- Excellent organizational/time management skills.
- Abilities to conceptualize, propose, and implement new programming.
- Performance and results-oriented with ability to understand the broad picture and an analytical approach to problem solving.
- Ability to set priorities and manage multiple and diverse projects simultaneously.
- Cultural sensitivity and awareness for marginalized populations.
- Demonstrated leadership skills, team building, human resources skills.
- Proficient in Microsoft office products including Word, Excel and Outlook.
- Demonstrated ability to work with computers and related software including word processing, spreadsheet applications required. Experience with database applications preferred.
- Grant writing experience preferred.
- Strong analytical and interpersonal skills.
- Must be flexible and able to work with multiple staff members.

Education Requirements:

The following education requirements are considered essential:

- Bachelor's degree required in related field; Master's degree preferred. (e.g., public administration, Business Administration, Social Work, human services management, etc.)

*** All requirements and skills are considered to be essential, unless otherwise indicated*

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

Employee Signature

Date

Supervisor Signature

Date