



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Operations Manager** is responsible for the managing all systems necessary to ensure Transit Systems operational excellence. Responsible for meeting all assigned contract requirements and performance standards. Responsible for providing leadership, management and oversight of the transit systems operation. Works with the Transit Systems Director to plan, implement, and evaluate quality of service and to continuously improve effectiveness, efficiency and quality of all services.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDES BIUT ARE NOT LIMITED TO:

Overall responsibilities

1. Assures that decisions are made within contract and budgetary constraints in a manner consistent with WCAP policy
2. With the Department Director's concurrence, develop new contracts and grant applications:
 - Participate in developing strategies responsive to identified needs.
 - Develop work plan proposals including staffing, work assignments, timelines and cost projections.
 - Assure accurate and timely submissions.
3. Works with Department Director to maintain and expand transit provider network.
4. Maintains all related operations manuals, training manuals and reference documentation.
5. Assures timely, complete and accurate reporting of all assigned internal and external reporting.
6. Reviews and manages all related budget and accounts payable activities.
7. Ensures delivery of safe, reliable and quality services to the community.
8. Assures high-quality programming through monitoring of program practices and meetings with staff members to ensure that the operational compliance with all federal and state rules and regulations.
9. Maintains in depth knowledge of all related contractual requirements
10. Develops and implements performance measures and other methods of continuously monitor and improve quality and performance of the system.
11. Works as part of the Transit Systems Leadership team to create and maintain a unified, highly effective, efficient high performing system.
12. Actively builds and maintains a unified WCAP presence:
 - Initiates and maintain relationships with all WCAP constituencies.
 - Fosters a public policy environment favorable to WCAP
 - Brings about increasingly interactive coordinated service delivery between WCAP's departments and programs.
 - Conducts public relations activities.
13. Prepares, reviews and submits operational program reports to funding sources, program director or WCAP CEO/CFO as needed.
14. Collaborates closely with transit system leadership to develop and maintain operational excellence.
15. Works with the transit systems leadership to continuously improve and maintenance of program policy and procedure manuals and operational protocols.

Position Title:
Transit Systems
Operations Manager

Department:
Transit Systems

Reports To:
Transit Systems Director

Supervises:
Transit System Dispatch
Supervisor, Transit System
Fleet Manager, Transit
Systems Driver Supervisor.
Provider Relations
Coordinator.

FLSA Status:
Exempt

Salary Range:
RM1/L2

Last Revised/Approved:
February 2021

Personnel Management:

1. Manages personnel actions, hiring, supervising, and evaluation of 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. Provides regular supervisory meetings for staff and ensure regular supervisory support to meet program and staff needs.
6. Demonstrates effective communication skills in building relationships with all employees and clients.

Professional Development

1. Maintains a high level and working knowledge of current State and Federal regulations governing all aspects relevant to this position.
2. Participates in any required trainings, meetings and professional development activities.

Safety and Wellness

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

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 work flow, 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 must use hands to finger, handle or feel; frequently stand, walk, sit and talk or hear, reach with hands and arms, climb or balance, and stoop, kneel, crouch or crawl. Regularly required to carry up to 10 pounds, and occasionally up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus. This position requires the ability to pass a physical examination.

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 in both a business office setting and in the community. Noise level ranges from quiet to loud. Assigned work may require travel within the local or neighboring communities. This position is a full-time position that requires a flexible schedule. Evening and weekend time may be required to meet program and/or organizational needs.

QUALIFICATIONS NEEDED FOR POSITION

General Requirements:

- Must have adequate transportation, a valid driver's license and meet WCAP's insurance.
- Ability to meet WCAP background clearance 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:

- Four years experience in related business experience as well as supervisory and program management experience. Experience in the transportation field is preferred.
- Strong organization, group management and critical thinking skills.
- Strong skills in budgeting, financial planning computation and statistical analysis.
- Strong interpersonal and written and verbal communication skills.
- Strong computer skills including Microsoft Word and Excel spreadsheets.

Education Requirements:

The following education requirements are considered essential:

- Bachelor's Degree and experience as indicated above.

*** 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