



# WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

## POSITION SUMMARY

The **Transit Systems Operations Manager** is responsible for 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 all transportation services delivery on a day to day basis. 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 BUT ARE NOT LIMITED TO:

### Overall responsibilities

1. Leads and manages assigned teams ensuring continuity of functions.
2. Assures that decisions are within contract and budgetary constraints and in a manner consistent with WCAP policy.
1. Develops and implements strategies responsive to identified operational needs.
2. Develops and implements work plans including staffing, work assignments, timelines, and cost projections.
3. Develops, updates and manages Vehicle Asset Management Plan, maintenance plans, inventories and MDOT relationships.
3. Works to maintain and expand transit provider network.
4. Manages, maintains and implements all related policies, operations manuals, training manuals and reference documentation, monitors and revises system resources to ensure effectiveness.
5. Ensure proper training plans for assigned work functions.
6. Manages staff credentialing process.
7. Ensure timely, complete, and accurate reporting of all assigned internal and external deliverables and reports.
8. Reviews and manages assigned budget and accounts payable activities.
9. Ensures delivery of safe, reliable, and quality services to the community.
10. 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.
11. Continuous reviews, develops and implements program policies and procedure manuals.
12. Maintains in depth knowledge of all related contractual requirements.
13. Develops and implements performance measures and other methods to continuously monitor and improve quality and system performance.
14. Participates as part of the Transit Systems Leadership team to create and maintain a unified, effective, efficient high performing system.
15. Actively builds and maintains a unified WCAP presence:
  - Initiates and maintain relationships with all WCAP constituencies.
  - Fosters a public policy environment favorable to WCAP
  - Ensures interactive coordinated service delivery between WCAP's departments and programs.
  - Conducts public relations activities.
16. Collaborates closely with transit system leadership to develop and maintain operational excellence.

**Position Title:**  
Transit Systems  
Operations Manager

**Department:**  
Transit Systems

**Reports To:**  
Transit Systems Director

**Supervises:**  
Dispatch Supervisor, Fleet  
Operations Supervisor,  
Driver Supervisors,  
Provider Relations  
Coordinator

**FLSA Status:**  
Exempt

**Salary Range:**  
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**Last Revised/Approved:**  
April 2024

**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.
- Responsible for responding to after hours urgent needs and developments as needed.

**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:

- Five years experience in related business experience as well as supervisory and program management experience required. Experience in the transportation field is preferred.
- Strong problem solving, organizational, group management and critical thinking skills.
- Strong skills in budgeting, financial planning computation and statistical analysis.
- Strong interpersonal and written and verbal communication skills.
- Excellent time management skill and ability to prioritize.
- Minimum 2-3 years of direct team supervisory experience.
- Excellent project management skills and experience.
- Strong IT operational and productivity software knowledge, skills and experience including MS Office 365.

### Education Requirements:

The following education requirements are considered essential:

- Bachelor's Degree business management or public service or the equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.

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

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*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.

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Employee Signature

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Date

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Supervisor Signature

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Date