Capital Area Transit System

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| DEPARTMENT: | Operations |
| POSITION: | Operations Manager |
| OPENING DATE: | August 5, 2022 |
| CLOSING DATE: | August 19, 2022 |
| RECRUITMENT TYPE: | Internal / External |

OPERATIONS SUPERVISOR

Summary/Objective

The Operations Manager position requires an individual who is capable of exercising independent judgment and communicates well with staff, customers and the public. The incumbent will provide supervision and support to employees performing in the daily activities of the Operations department in line with departmental and agency goals and objectives. Under the direction of the CEO and COO, specific duties include planning, coordination and oversight of transit services, evaluating and training Operations Supervisors and Operations Dispatchers assure compliance with schedules and applicable laws, codes, rules and regulations, must be able and willing to resolve customer and community concerns related to safe and efficient public transportation. The incumbent oversees the proper use of the Route Match software and in vehicle technology working constantly with their team to improve service through management of this critical technology. The Operations Manager will review all logs and paperwork from the Dispatcher office, ensure all operator, supervisor and dispatcher shifts are covered, ridership equipment availability, and will ensure daily operating performance and safety on all routes.

Essential Functions

# **Establishes, within agency policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.**

# **Oversees, through Operations staff, the delivery of services for agency operations; works with key staff to identify and resolve problems.**

# **Assesses and monitors workload, support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.**

# **Assists with selection, trains, motivates and evaluates assigned personnel; provides or coordinates management staff training, works with employees to identify and correct deficiencies.**

# **Works in conjunction with the COO to develop and administer the budget for the Operations department, work to forecast funds needed for staffing, equipment, materials and supplies.**

# **Provides expert professional assistance to the COO; may participate on management committees.**

# **Monitors and evaluates Operational statistics which may include; vehicle on time statistics, missed runs, revenue/cost data, total work hours, total pay hours, customer complaint data, accident data, roll call data and othe operations related functions.**

# **Develops staffing requirements for Dispatchers, Operators and assists with evaluating trip patterns for run structure revisions.**

# **Demonstrate experience with federal, state and local agency regulations.**

# **Effectively and equitably deal with labor union issues.**

# **Provide and/or manage monthly annual ongoing/refresher training in topics relevant to the service and service area in a timely manner.**

Please submit a cover letter and resume to: [lshelton@brcats.com](mailto:lshelton@brcats.com). Submittal must be received no later than Friday, April 19, 2022.

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