



DENTON COUNTY  
TRANSPORTATION  
AUTHORITY

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**JOB TITLE:** Business Manager  
**DEPARTMENT:** Bus Operations and Maintenance  
**REPORT TO:** Assistant Vice President  
**SALARY GRADE:** Level 6 (\$50,400.00 - \$75,600.00) DOQ

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**LAST REVISION DATE:** 1/20/2017  
**EEO:** Professional  
**FLSA:** Exempt, Full-time

**PURPOSE OF JOB**

Responsible for oversight and quality assurance of the bus operations and maintenance contractor in the performance of day to day operations. This position performs financial planning; assists with budget development and monitoring; conducts contract, inventory, and compliance audits; reviews business processes and standard operating procedures and makes recommendations; controls monitors contractor's schedules and costs to ensure adherence to established standards and methods within authorized limits. Analyzes and evaluates existing and proposed passenger operations and performs other duties as assigned by the Assistant Vice President.

**ESSENTIAL FUNCTIONS**

1. Participates in the development of financial models, develops and monitors bus operations annual budgets and reports and presents information to DCTA senior management and at times DCTA board members.
2. Works with the Assistant Vice President and Chief Operating Officer (COO) to oversee contractor scope, authorization levels, implements and manages contract controls to ensure contractor conforms to expected deliverables, standards and terms.
3. Meets periodically with contractors to monitor performance, reviews monthly invoices from vendors, contractors, consultants, performs analysis, develops reports and recommends release of payment for management approval.
4. Performs periodic audits of contractor functions to ensure quality service and contract compliance.
5. Participates in the preparation of contract documents and procurements required to support bus operations.
6. Works with DCTA's finance department to ensure timely, consistent and transparent communication and flow of financial information and reporting.
7. Gathers information, manages and reports the departments "Key Performance Indicators" as appropriate.
8. Provides records management/document control oversight for the department's business operations and programs.
9. Assists in the development of statistical analyses for staff, Board of Directors, and the public including the compilation of data for the annual National Transit Database submission, and other reporting requirements as necessary.
10. Serves as subject matter expert regarding technologies related to the department and assists other users.
11. Serves as Project Manager for the implementation of bus operations related capital and technology projects as assigned.
12. Performs other direct duties as assigned.
13. Participates as a team member and support the Assistant Vice President and COO with the following department initiatives:
  1. Bus operations contractor compliance with DCTA's Emergency Preparedness Plan.
  2. Support safety, security, and emergency preparedness activities including drills and simulations.
  3. Compliance with all DCTA, FTA, DOL and TxDOT policies, procedures, and rules.
  4. Assists in the preparation of documentation required to operate the bus system including Standard Operating Procedures and Policies.

**REQUIREMENTS TO PERFORM WORK**

***Knowledge of:***

- Minimum 7 years of overall professional experience, with 5 or more years of broad financial and operations experience.
- Knowledge of transit operations, procedures, and industry practices is desirable.
- At least five years of project management experience from inception to implementation and maintenance, including

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drafting scopes of work, budgets, timelines, and milestones; coordinating with various internal and external parties; and monitoring progress to ensure project is implemented within budget and on-time.

- Experience with implementing and working with enterprise software applications is desirable.
- Experience working with capital assets and state of good repair models is desirable.
- Exceptional interpersonal skills to communicate effectively and sensitively with all levels of supervisory and non-supervisory employees, a politically, economically, and culturally diverse work force and represent DCTA to the community, government entities, vendors, contractors, and others both inside and outside of DCTA.
- Management skills including ability to hold others and self-accountable, to make difficult decisions when necessary, to focus on results, to analyze data, and to plan, develop, and implement formal work plans. Knowledge of basic managing strategies and project coordination.
- Must have excellent oral and written communication skills, with the ability to effectively communicate with customers, staff and contractors and the ability to handle daily challenges and adjust to adversity.
- Must have problem-solving abilities, organizational skills and excellent presentation skills.
- Experience with establishing and managing budgets.
- Experience with word processing, spreadsheet and project management software packages.
- Advanced principles and practices of transit system operations management, development and administration.
- Knowledge of general business and accounting principles and practices.
- Microsoft Office suite, including Word, Excel, Outlook, PowerPoint

**Ability to:**

- Communicate clearly, concisely and effectively, both orally and in writing, with all internal and external stakeholders, including the general public;
- Understand, interpret, and apply laws, rules, policies, procedures, budgets, contracts, and labor/management agreements;
- Apply collaborative work strategies and gain the cooperation of employees at all levels of the organization;
- Schedule and organize tasks to meet aggressive program schedules; and
- Perform a wide range of complex work assignments.

**EDUCATION AND EXPERIENCE** (Any equivalent combination of education and experience)

- Bachelor's degree required, Master's degree preferred in Transportation, Business Administration, Public Administration or related field.
- Seven (7) years progressively responsible experience with a minimum of five (5) years of financial and/or operations experience.

**Special Requirements:** Hold a current valid Texas Driver's Licenses or have the ability to obtain one upon entry hire.

**PHYSICAL ACTIVITIES:** Physical activity includes, but is not limited to: on a continuous basis, sit at a desk for long periods of time; intermittently twist and reach office equipment; write or use keyboard to communicate through written means; lift moderate weight; reaching above the waist, reaching below the waist, and reaching waist to shoulder to reach inventory on shelves; repetitive motion and fingering when using a computer keyboard; talking and hearing when dealing with customers; and observation of transit projects and operations during field work.

## How to apply

Download Application packet at [www.dcta.net](http://www.dcta.net) or in-person at DCTA, 1955 Lakeway Drive, Suite 260, Lewisville, TX 75067, Fax (972) 316-6112 or email [jobs@dcta.net](mailto:jobs@dcta.net).

DCTA is an equal opportunity employer.

All candidates must successfully pass a pre-employment drug screen and national criminal background check in order to receive an employment offer.

Applicants must be lawfully authorized to work in the U.S.

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