

**JOB TITLE:** General Manager  
**DEPARTMENT:** Operations  
**REPORTS TO:** NTMC Board of Directors  
**JOB LOCATION:** Denton, Texas

**LAST REVISION DATE:** 12/2022  
**JOB TYPE:** Regular Full-Time  
**PAY TYPE:** Exempt  
**HOURS:** Standard schedule, with nights, weekends, and holidays, when needed

**JOB SUMMARY:**

Responsible for delivery of the fixed route bus and paratransit operation authorized by the DCTA and NTMC Boards of Directors to provide high quality services to customers. This includes planning, directing, coordinating, and evaluating the day-to-day activities of bus operations and the NTMC organization including hiring, evaluation, and termination of employees. The General Manager reports to the NTMC President in execution of day-to-day duties to ensure operational alignment with NTMC objectives. Provides transformational leadership to the organization by identifying opportunities for efficiency, continuous improvement and delivering information, alternatives, and recommendations regarding operations, organizational structure, and services. Ensures service is operated in accordance with federal, state, and local regulations and consistent with established policies, procedures, plans, and budgets. The General Manager is responsible for NTMC's compliance with the Interlocal Agreement for Transportation Operation Services between NTMC and DCTA and any amendments or supplements thereto.

**JOB FUNCTIONS:**

***These duties are a general representation of the position; assignments may vary***

- Ensures safety of the bus operation in accordance with the DCTA Public Transportation Agency Safety Plan.
- Delivers daily fixed route bus and paratransit services authorized by the NTMC Board of Directors and approved budgets.
- Actively participates in the development of the NTMC operating and capital budgets and monitors budget adherence. Ensures accurate reporting to NTMC Board of performance against budget on a regular basis.
- Represents Management and leads labor relations, union procedures and negotiations in accordance with state law and other applicable regulations.
- Facilitates exceptional customer service mechanisms and processes and the development and exchange of bus operations Key Performance Indicators and data.
- Leads development of NTMC Board Meeting agendas and supporting information to facilitate the meeting in close coordination with NTMC President, NTMC Treasurer, and NTMC Board Secretary.
- Provides vision and leadership to drive efficiency and effectiveness improvements in the NTMC organization and in the working relationship between the NTMC and DCTA organizations.
- Provides strategic planning and direction to department managers in safety, customer service, administration, operations, and maintenance.
- Sets vision and provides support for Human Resources function including recruiting, establishment of clear and measurable job expectations, training goals, robust goal setting and performance evaluation processes, investigations, and terminations when necessary.

- Makes decisions and takes action to hire, promote, modify job duties, lay off, and terminate for cause, where such decisions and action are necessary and consistent with applicable law and policy.
- Facilitates dialogue, collaboration, and administrative support between NTMC and DCTA organizations in accordance with the joint Interlocal Agreement.
- Ensures functions of NTMC follow approved policies and procedures.
- Ensures maintenance and accurate inventory of assets including but not limited to vehicles, facilities, inventories, tools, and equipment. Participates in fleet planning and management processes to ensure future equipment availability.
- Develops culture and leads by example to create a healthy team environment.
- Develops policies and procedures in support of operations and administration.
- Ensure compliance of local, state, and federal laws and regulations including Environmental Protection Agency (EPA), Occupational Safety and Health Administration (OSHA), Department of Transportation (DOT), Americans with Disabilities Act (ADA) and Equal Employment Opportunity Commission (EEOC).
- Manages and supervises multiple projects concurrently.
- Other related duties as assigned

**REQUIREMENTS TO PERFORM WORK:**

***Essential Knowledge and Skills:***

- Exceptional interpersonal, oral, and written communication 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 the agency to the community, customers, government entities, vendors, contractors, and others both inside and outside of the agency.
- Demonstrated working knowledge of advanced principles and practices of transit system operations management and the ability to manage a large and complex operations system, multi-site project management, budgeting practices, labor relations, personnel management, strategic planning and employee development and supervision.
- Sound knowledge of safety management principles and practices.
- Previous experience working in a collaborative manner within a collective bargaining environment. Ability to work effectively with labor, including labor grievances and negotiations.
- Experience with establishing and managing budgets and knowledge of general business and accounting principles and practices.
- Demonstrated ability to manage employees and experience overseeing a unionized workforce.
- Extensive knowledge of Federal, State, and local laws and regulations related to transit operations.
- Experience with word processing, spreadsheet, and project management software packages such as Microsoft Office suite, including Word, Excel, Outlook, PowerPoint.

**EDUCATION AND EXPERIENCE:**

- Bachelor's degree in a related field (technical business, public and/or transportation administration, transportation planning or related field).
- Five (5) years of increasingly responsible supervisory or management experience; preferably in a large public transit setting; or the equivalent combination of education and experience.
- Ability to obtain/maintain, within three (3) months of hire, a minimum of a Class B valid Commercial Driver's License (CDL) with Passenger (P) endorsement for public passenger transport valid within the State of Texas.

**PHYSICAL REQUIREMENTS:**

***The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.***

- Prolonged periods sitting at a desk and working on a computer.
- Ability to lift 25 pounds
- Repeated use of sight to read documents and computer screens.
- Repeated use of hearing and speech to communicate on telephone and in person.
- Repetitive hand movements, such as keyboarding, writing, 10-key.
- Work regularly requires using hands to finger, handle or feel and repetitive motions, frequently requires sitting and occasionally requires kneeling, stooping, crouching, standing, walking, reaching with hands and arms, lifting, pushing and pulling.
- Ability to operate all NTMC transit vehicles.
- Ability to report to the NTMC job site during and outside of regular business hours, as necessary to perform job duties.

**WORK ENVIRONMENT:**

- The noise level in the work environment is usually moderate.
- Works indoors / outdoors and in inclement weather conditions such as rain, hail, ice, sleet, and in cold or hot temperatures.
- May be asked to operate a transit vehicle, including fixed-route and commuter buses.

**BENEFITS:**

- Medical: 100% Employer Paid for Employees / 80% Employer Paid for Dependents
- Dental / Vision: 100% Employer Paid for Employees / 80% Employer Paid for Dependents
- Employer Paid STD, LTD, Basic Life & AD&D
- 401K/ Employer Match
- Additional voluntary benefits offered during enrollment