



JOB TITLE: Manager, Operations Support
DEPARTMENT: Operations
REPORT TO: Chief Operating Officer
LOCATION: Denton, Texas
SALARY GRADE: 103
SALARY RANGE: DOQ \$51,609.00- \$64,511.00 Annually
STAFF: None.

LAST REVISION DATE: 10/2022
EEO: Professional
FLSA: Exempt, Full-time

PURPOSE OF JOB

Under the direction of DCTA Chief Operating Officer, the Manager, Operations Support provides general administrative and operational support for senior management, requiring awareness of and ability to respond time-sensitive items, ability to manage multiple competing priorities, and maintaining a professional demeanor while working in a high-pressure environment. Must keep multiple tasks on schedule, use tact and judgment, and preserve confidentiality in coordinating with the Board of Directors and Management. Serves as backup to DCTA's Executive Assistant/Board Process Manager as needed and occasionally working from alternate locations in the service area, including Lewisville, TX.

ESSENTIAL FUNCTIONS

- Serves as the first point of contact for DCTA Executive Management and NTMC Management staff and Vendors by providing reception management, including answering phones, managing the front door and gate access, and managing/referring inquiries.
- Provides information to NTMC Management or DCTA Executive Management, completes NTMC Operator and Maintenance Commercial Driver's License reimbursements, monthly P-card, and department expense reports as needed.
- Serves as the backup to the DCTA Executive Assistant/Board Process Manager for execution of DCTA and NTMC Board meetings and as an alternate to lead execution of meetings in the absence of the DCTA Executive Assistant/Board Process Manager.
- Responsible for direct communication with the Board of Directors, including drafting correspondence, research, obtaining signatures, and scheduling meetings; attends all regular and special Board meetings of NTMC/DCTA as back up to the DCTA Executive Assistant/Board Process Manager and assist as needed.
- Gathers information and prepares letters, reports, or memoranda in response to complex or general issues; prepares reports and supporting documentation on issues external to the department or issues having a high impact on the department; collects and compiles statistical, financial, and other information for reports.
- Assists with the development of board meeting agenda items and processes staff reports in coordination with the Leadership Team and agency departments; organizes and directs activities in preparation of the agenda for the Board agenda packets.
- Assists with maintaining filing system and official records of the Board and related documents.
- Assists Account Payables with processing invoices for NTMC and DCTA as needed.
- Performs administrative duties for NTMC Management, including but not limited to researching and composes documents and correspondence for review and signature; prepares PowerPoint presentations, selected correspondence, manuals, and reports as directed; reviews documents and records for accuracy, completeness, and conformance with applicable rules and regulations; documents and creates meeting minutes for staff/management meetings for distribution.
- Performs administrative support duties, including arranging and attending meetings as requested; maintaining meeting calendars; coordinating and monitoring defined projects and activities within the department; recommending actions and modifications as appropriate; and sorting and distributing mail as appropriate.
- Assists with Open Records Requests, including receiving, tracking, obtaining documentation, and completing.
- Serves as the Records Manager for official records of NTMC and DCTA in accordance with applicable laws and regulations.
- Maintains office supply inventory by checking stock to determine inventory level; anticipating needed

supplies; placing and expediting orders for supplies; verifying receipt of supplies.

- Manages NTMC's office asset inventory.
- Assists with budget and invoice management, including coordinating required documentation for vendors; working with Procurement to set up POs as needed.
- Performs additional tasks as assigned.

REQUIREMENTS TO PERFORM WORK

Essential Knowledge & Skills:

- Ability to communicate effectively in both written and spoken form; uses appropriate grammar, accurate spelling, and punctuation when communicating through written form; communicates effectively with internal and external customers.
- Proficient writing, typing, and office management skills.
- Strong knowledge of Microsoft Office suite.
- Ability to interact professionally with internal and external clients.
- Ability to preserve the confidentiality of sensitive material routinely encountered as part of work assignments.
- Work under time pressures to meet deadlines.

Education & Experience:

- Associate degree in business or bachelor's degree in business or related field preferred.
- Minimum three (3) to five (5) years of experience in office management, administrative support, creating and organizing materials for governing bodies and/or executive staff; or
- Strong communication skills, with a demonstrated record of responsiveness.
- Strong technical skills, i.e., typing, word processing, computer operations, telephone.
- Equivalent to three years of increasingly responsible secretarial and/or clerical experience, with at least three years of executive support, and one year of Board or elected official support. Experience supporting multiple positions is desirable.

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

PHYSICAL ACTIVITIES:

- 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, and 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.

DCTA reaffirms its policy of equal opportunity regardless of race, color, creed, religion, national origin, sex, sexual orientation, age, marital status, disability, or status as a protected veteran in accordance with DCTA policy and applicable federal and state statutes and regulations. DCTA is committed to providing access and reasonable accommodation in its services, programs, activities, education, and employment for individuals with disabilities. To request disability accommodation in the application process, contact the HR department at jobs@dcta.net

WORK ENVIRONMENT:

- The noise level in the work environment is usually moderate.
- Works generally indoors in a climate-controlled office setting; occasionally may work outdoors.

Additional perks and benefits that accompany full-time employment with DCTA:

- Flexible office hours are permitted, given a regular 8-hour workday that brackets the agency's core hours from 9:00am – 4:00pm (i.e., 7:30 am to 4:30pm, or 9:00am to 6:00pm). These flex hours are coordinated with your supervisor.
- Employee portions of Medical and Dental benefits are 100% paid by the employer.
- If you have utilized a Proportionate Retirement Program in the past, the service time transfers to DCTA's retirement system, TCDRS. The following systems apply:
 - Texas Municipal Retirement System (TMRS)
 - Employees Retirement System (ERS)
 - Judicial Retirement System of Texas (JRS)
 - Teacher Retirement System of Texas (TRS)
 - City of Austin Employees Retirement System (COAERS)
- Expanding time-off accruals: 12 days of vacation time accrued for the first year, increasing by one day each year, with a max of 17 days annually. Additionally, employees earn 12 days of sick time each year, 1 personal day, 2 floating holidays, 1 birthday, 8 fixed holidays, and the ability to earn two additional days off through the Wellness Program.
- DCTA strives to continually improve our Servant Leadership culture. We pride ourselves in having an open, caring, and communicative community of employees, with the drive to help build each other up.
- Flexible dress code: business casual, allowing jeans every day (unless otherwise specified for external/special meetings, events, etc.).
- Extensive Wellness Program, including several opportunities to volunteer with the agency, sporadic lunch and learn events, chair massages, the potential to earn two extra days off each year, and continual efforts to improve wellness throughout the agency