



JOB TITLE: Operations Manager
DEPARTMENT: Operations
REPORTS TO: General Manager
JOB LOCATION: Denton, Texas

LAST REVISION DATE:08/2020
JOB TYPE: Full-Time
PAY TYPE: Exempt
HOURS: Standard schedule, with nights, weekends, and holidays, as needed

JOB SUMMARY:

Under the direction of the General Manager, the Operations Manager is responsible for planning, directing, coordinating, and managing the daily functions of bus operations, including but not limited to: assignments, operator assignments, and overseas dispatch, operations to ensure maximize use of facilities and equipment. This position also develops, implements, and evaluates policies, procedures, and systems to ensure the highest quality of service provided. Supervises, assigns, monitors, and evaluates the work of assigned staff. Performs additional tasks as assigned. Upholds the NTMC mission and vision to internal and external customers and leads by example.

JOB FUNCTIONS:

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

- Assigns, directs and supervises operations personnel and equipment including overseeing bids and scheduling daily work assignments in compliance with the collective bargaining agreement; implementing appropriate mechanisms to improve efficiency, labor utilization, and control costs; ensuring adherence to the attendance policy; and reviewing payroll records for accuracy
- Ensures timely and accurate communication with the Union regarding grievances and disciplinary actions.
- Assists in the recruitment selection, onboarding, training, and performance management of staff. Conducts, at a minimum, annual performance reviews for assigned staff.
- Maintains records including updated Operator master-schedule, dispatch control logs, attendance and shift replacement records, other incident reports, and similar records as required.
- Ensures the operations department meets and complies with all federal, state and local health and safety regulations, ensures compliance with county, local, state and federal regulations regarding transit operations including, but not limited to, vehicle safety, driver certifications and training, and CDL requirements.
- Trains, mentors, directs, supervises, and disciplines Operators or other operations staff as necessary to ensure safe and reliable operations within contractual guidelines and applicable regulations and laws.
- Works with safety manager and trainer to establish and maintain a strong safety culture including attending and participating in monthly Safety Meetings; participating on committees; assisting with employee training, engagement and recognition; and similar activities.
- Responds to equipment failures, schedule delays, service issues, incidents, injuries, etc., and manages the scene if needed; works with appropriate emergency personnel to resolve issue; ensures timely completion of reports and required follows-up with the Safety / Training

Manager, agency staff, and insurers as necessary; participates in investigations and assists in the preparation of materials for use in hearings, lawsuits, and insurance investigations.

- Ensures accurate recording of operational data including ridership, on-time performance, hours and miles of service, adherence, and employee performance.
- Ensures key performance indicators are collected, compiled and communicated to appropriate staff monthly.
- Manages the pre-payroll process including but not limited to: approving operator and staff PTO, vacation and sick time requests, editing timesheets, and reviewing of all timesheets to ensure accuracy for payroll processing.
- Performs additional tasks as assigned.

REQUIREMENTS TO PERFORM WORK:

Essential Knowledge and Skills:

- Ability to communicate effectively in both the written and spoken form; uses appropriate grammar, accurate spelling and punctuation when communicating through written form; communicates effectively with internal and external customers.
- Ability to supervise the work of others engaged in transit operations; allocate equipment and operators to meet service demands and requirements; train and review the work of personnel and manage confidential information responsibly; prepare required forms and payroll documents, handle public complaints and problems tactfully and effectively; and establish and maintain cooperative working relationships.
- Ability to use or learn all system technologies applicable to the duties of the position, including computer equipment and software, Computer Aided Dispatch ("CAD") and Automatic Vehicle Locator ("AVL") systems or comparable programs, and radio, video, and data communication systems and equipment.
- Familiarity with the service area and operations, as well as routes, service policies, and fare structures.
- Knowledge of local, state, and federal rules and regulations regarding transit operations and management, including safety programs and policies.
- Knowledge of service performance requirements.
- Ability to manage emergency situations.
- Knowledge of training programs.

EDUCATION AND EXPERIENCE:

- Must have High school diploma or GED equivalent; bachelor's degree preferred
- Must have a valid driver's license
- A minimum of three (3) years of direct transit operations experience is preferred.
- A minimum of two (2) years of supervisory or training experience in transportation or a closely related activity involving the monitoring, guiding, and scheduling of large numbers of subordinate staff, is preferred.
- Experience with local government and knowledge of DCTA operations is preferred.



- Previous training and/or field supervision experience is preferred.
- Previous customer service experience, experience working with persons with disabilities, and/or senior citizen groups preferred, but not required.

COMPETENCIES:

The ideal candidate will possess the following attributes:

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| • Safety Acumen | • Communication | • Responsible |
| • Self-Leadership | • Critical Thinking | • Ethical |
| • Customer Service | • Trust | • Accountability |

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

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

As an employee of NTMC you are to adhere to all safety & security best practices, policies and procedures at all times while you are on DCTA property and inside DCTA vehicles. You are to report all incidents/accidents/ hazard and security situations immediately to minimize the risk of injury and property damage. _____

Initial

Employee Signature

Date