



# Community Action Committee of Pike County

## Transit Operations Manager

**Position Overview:** Manage the day-to-day operations of the Transit Division of the Organization.

**Minimum Qualifications:**

- Bachelor Degree in Business, Management or related field, and two (2) years social service or customer service experience, or
  - Associate Degree, and two (2) years leadership or supervisory experience, and two (2) years provision of social service or customer service experience, or
  - High School Diploma, and five (5) years leadership or supervisory experience, and two (2) years provision of social service or customer service experience, or
- Education and experience equivalent to qualifications listed above.

**Preferred Qualifications:**

- Transportation related experience.
- Experience delivering and/or monitoring social service or grant programs.
- Experience with local, state and federal regulations, rules and laws.

Ideal candidate will have excellent communication, organization, time management and interpersonal skills.

**Requirements:**

- Current valid driver's license/proof of automobile insurance, insurable under agency policy, and have reliable transportation.
- Successful passage of pre-employment drug and alcohol test and criminal background check
- Able to lift 40 pounds.
- Willingness and Ability to acquire a Commercial Driver's License (CDL).
- First Aid and CPR certification (within first 6 months of employment).
- Completion of Transit 101 Training (within first year of employment).
- Completion of Drug and Alcohol Program Manager training (within first year of employment).
- Ability to handle confidential information in a professional manner.
- Ability to communicate with the general public in friendly, courteous, and pleasant manner.
- Must be willing to work occasional evenings and weekends.

**Deadline: March 11, 2019**

Please complete our application and mail with resume and cover letter to 941 Market Street, Box 799, Piketon, Ohio 45661. Applications are available at [www.pikecac.org](http://www.pikecac.org) and at our office in Piketon.

*The Community Action Committee of Pike County creates opportunities for individuals and families to reach their highest level of independence and self-sufficiency.*

**The Community Action Committee of Pike County is an Equal Opportunity Employer/Equal Provider of Services.**

Job Title:	Transit Operations Manager	Department:	CATS
Job Level:	12	Hours:	40 Hours per week as scheduled
Supervisor:	Senior/Transit Program Director	FLSA:	Exempt
Human Resource Director's Signature:	_____		Date_____
Employee Signature:	_____		Date_____
Employee Printed Name	_____		February 2019

**Position Overview:**

Manage the day-to-day operations of the Transit Division of the Organization.

**Minimum Qualifications:**

- Bachelor Degree in Business, Management or related field, and two (2) years social service or customer service experience, or
- Associate Degree, and two (2) years leadership or supervisory experience, and two (2) years provision of social service or customer service experience, or
- High School Diploma, and five (5) years leadership or supervisory experience, and two (2) years provision of social service or customer service experience, or
- Education and experience equivalent to qualifications listed above.

**Preferred Qualifications:**

- Transportation related experience.
- Experience delivering and/or monitoring social service or grant programs.
- Experience with local, state and federal regulations, rules and laws.
- Ideal candidate will have excellent communication, organization, time management and interpersonal skills.

**Requirements:**

- Current valid driver's license/proof of automobile insurance, insurable under agency policy, and have reliable transportation.
- Successful passage of pre-employment drug and alcohol test and criminal background check
- Able to lift 40 pounds.
- Willingness and Ability to acquire a Commercial Driver's License (CDL).
- First Aid and CPR certification (within first 6 months of employment).
- Completion of Transit 101 Training (within first year of employment).
- Completion of Drug and Alcohol Program Manager training (within first year of employment).
- Ability to handle confidential information in a professional manner.
- Ability to communicate with the general public in friendly, courteous, and pleasant manner.
- Must be self- motivated, able to multi-task and work well with minimal supervision.
- Remain calm in times of crisis.
- Appropriate dress.
- Must be willing to work occasional evenings and weekends.
- Computer experience required, including proficiency with Microsoft Office.

**Essential Job Functions:**

- Document agency vehicle fleet maintenance, track vehicle mileage, schedule agency vehicles for maintenance in accordance with the *Ohio Department of Transportation Guide to Vehicle Maintenance* or other agency department guidelines.
- Supervision of transit staff and provide ongoing coaching to staff while holding them accountable for achieving assigned performance metrics.
- Work with Transit Program Director to establish and monitor program performance metrics.

- Work with Transit Program Director to establish and monitor program operational budgets.
- Manage the drug and alcohol program for transit staff as the Drug and Alcohol Program Manager, ensuring that all drug and alcohol testing occurs within regulatory compliance for Rural Public Transit.
- Schedule daily transit routes with attention to detail in regard to system and driver efficiency.
- Ensure all drivers receive proper orientation, initial training, on-going training, refreshers and certifications within time frames established by funding sources with documentation kept on file
- Complete annual staff performance evaluations for all staff assigned.
- Obtain annual driver's abstract and conduct regular driver's license check of all CATS drivers.
- Review Transportation Help Desk tickets; set priority of tasks and assign to vehicle mechanic.
- Document facility and equipment maintenance in accordance with the *Community Action Committee of Pike County Guide for Facility and Equipment Maintenance* as required by the Ohio Department of Transportation.
- Secure and maintain agency equipment and supplies; maintain inventory; report monthly.
- Must be willing to drive transit routes or dispatch when needed.
- Conduct ride-a-longs with new drivers and/current drivers on new routes as needed.
- Shadow drivers to monitor driving habits as needed.
- Remain on-call during all scheduled shifts for assistance and supervision when necessary.
- Attend meetings, conferences and training sessions related to the duties of this position and disseminate acquired information to appropriate individuals inside and outside the agency.
- Must be able to identify Transit Program operational process improvement opportunities and work with the Transit Program Director to establish greater efficiency in program operations.
- Timely completion of monthly program reports.

**Accountabilities:**

- Accountable to the Program Director for completion of assignments, with high standards of accuracy, attention to detail, and timely completion of work.
- Subject to random, post-accident, reasonable suspicion, return to work drug and alcohol testing.
- Expectations include: a pleasant demeanor, a positive attitude, a willing spirit and team commitment. Must behave and act in ways between and among co-workers that is conducive to team work, cooperation and an overall effort to ensure a pleasant and positive work atmosphere. Must maintain a courteous, professional demeanor with customers and maintain a positive reflection of CAC and the Transit Program.
- Must handle confidential information in accordance with agency policy.
- Adhere to all agency safety policies and procedures.
- Must immediately divulge information to supervisor if convicted of criminal offenses and/or traffic offenses that could affect agency insurance coverage.
- Is aware that social networking sites are banned during work time unless they are program specific and that cell phone usage while driving, as well as excessive use of cell phone during working, non-drive time, is prohibited.
- Must be willing to engage in professional development efforts, including occasional overnight stays, as available to the position and requested by supervisor.

**Non-Essential Job Functions:**

- Committee assignment.
- Assist with other duties as defined by assigned supervisor when other work is necessary to fulfill the obligations of the Transit Program and/or CAC.

**Other Skills/Abilities/Documentation**

- Knowledge of Community Action Programs

This job description is not intended to be all-inclusive. Employee may perform other related duties as required to meet the ongoing needs of the organization.