

MAJOR FUNCTION

This is responsible administrative and supervisory work managing and coordinating the staff and resources for the Special Transportation and Community Transportation divisions of StarMetro. Responsibilities include the management of the Community Transportation Coordinator (CTC) that coordinates and brokers travel for the various social agencies countywide. The incumbent oversees the financial responsibilities of contract administration and the auditing, data collection and reporting required by funding and/or regulatory agencies. Coordinates staff to resolve all customer service issues related to all StarMetro divisions including responding to citizen inquiries and complaints, oversight of investigation and follow-up with customers. Functions also as the manager of the United We Guide Program responsible for community transportation planning and travel training for older adults and disabled citizens, matching the needs to transportation options both public and private available in the community. Work also includes selection, placement, promotion, training, safety, appraisal and discipline of division employees and coordinating the repair, preventive maintenance, servicing and cleaning of buses. General direction is received from the department director and or his/her designee, who establishes policies and indicates the desired results, and reviews the work through conversation and reports to determine conformity of results with requirements.

ESSENTIAL AND OTHER IMPORTANT JOB DUITES**Essential Duties**

Manages staff and resources to achieve service standards and goals in the most effective and cost-efficient manner. Evaluates the delivery of service for maximum effectiveness and makes recommendations for improvements. Evaluates private transportation providers for operational and regulatory compliance. Plans, schedules, assigns, supervises and reviews the work of drivers, supervisors, dispatchers, and clerical employees. Coordinates and directs driver training, testing, and other safety and compliance programs. Takes and/or recommends appropriate disciplinary action for safety violations and misconduct. Oversees the investigation of customer complaints and takes appropriate follow-up action. Handles driver grievance hearings. Develops operational reports, and performs administrative functions such as overseeing payroll, accounts receivable/payables, purchasing activities, data collection, and the preparation and submission of required reports. Oversees the preparation and administration of the division's budget. Recommends the selection, transfer, advancement, discipline, grievance adjustment and dismissal of unit personnel. . Performs related work as required.

Other Important Duties

Represents the department at local and state levels on issues related to transportation disadvantaged programs. Oversees the development and distribution of appropriate information brochures and promotional programs to support the services provided. May serve on ad hoc or cross-functional teams or committees to advocate for issues affecting the paratransit unit. Performs related duties and responsibilities as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of the characteristics and operation of a coordinated transportation system. Considerable knowledge of demand responsive transportation operating principles. Considerable knowledge of state and local traffic and other regulations relating to the operations of passenger-carrying vehicles. Considerable knowledge of the safe operation and maintenance of passenger carrying vehicles. Considerable knowledge of the principles of supervision, training and performance evaluation. Ability to coordinate the successful implementation of policies and procedures. Ability to communicate effectively, both orally and in writing. Ability to write reports and maintain files. Ability to plan, schedule and assign transportation personnel and equipment. Ability to plan, organize and

supervise work of subordinates in a manner conducive to full performance, high morale and safe operations. Ability to make accurate cost estimates for special projects requiring the use of transit vehicles. Ability to establish and maintain effective working relationships as necessitated by the work. Skill in the use of microcomputers and the associated programs necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, mass transportation, planning, or a related field and four years of public transit related experience; or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

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