



## Job Description

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Position: **OPERATIONS DIRECTOR**  
Department: Operations  
Reports To: Transportation Director  
Status: Regular, Full-Time, Exempt  
Pay Grade: 9  
Revision: 07/20

### **SUMMARY:**

Under the supervision of the Transportation Director, manages and coordinates the day-to-day operations of Harbor Transit including driver and safety training, employee evaluations, drug and alcohol compliance testing, staff scheduling, timesheet approvals, and incident, accident, and complaint reports and investigations.

### **ESSENTIAL FUNCTIONS:**

- Manages and coordinates the day-to-day operations, including driver and safety training, employee evaluations, drug and alcohol compliance testing, staff scheduling, timesheet approvals, and incident, accident, and complaint reports and investigations.
- Monitors and evaluates existing services and recommends changes to the Transportation Director. Completes special research, creates and implements tracking and reporting methods, and prepares reports as requested. Identifies, plans, and provides support for various operations, processes, and customer service needs.
- Participates in the recruitment and hiring of department employees. Assigns work, supervises personnel, evaluates performance, and oversees training and professional development. Takes disciplinary action according to established procedures.
- Manages and coordinates staff schedules and monitors hours according to established policies and procedures. Adjusts schedules as needed to cover for call-ins, vacations, and other absences, and to accommodate high volume periods during special events. Reviews timesheets and other work records for completeness and accuracy. Gives technical advice and assistance to employees on difficult or unusual work situations.
- Assists in the development and administration of the annual operating and capital budgets for operations and maintenance. Monitors the budget throughout the fiscal years and oversees purchases of equipment, tools, and supplies. Assists in administering grant funded projects as needed. Assists with operations and maintenance department accounting activities.

- Investigates all accidents and incidents involving Harbor Transit vehicles and employees. Reports incidents to the Transportation Director, police department, and others as appropriate. Documents findings and submits necessary reports.
- Oversees and administers Harbor Transit safety and training programs. Distributes safety and training manuals and materials, and conducts training sessions for dispatchers, drivers, and other staff as needed or required. Maintains related documents and files.
- Oversees and coordinates Harbor Transit licensing program, including training, monitoring, auditing and related activities. Administers CDL and DOT licensing requirements to ensure proper staff preparation and compliance with local, State and Federal regulations. Maintains related documents and files.
- Provides advanced customer service and independently resolves complex issues. Offers guidance and instruction to customers regarding department operations, rules, procedures, forms, protocols and other requirements to ensure they understand processes, obtain and complete required paperwork, and receive adequate and complete information.
- Coordinates operations for special events and requests, including transportation services for festivals or other events, and coordinates trolley route and other seasonal or special services. Prepares narrative script for tours and prepares other materials and information.
- Oversees and coordinates the routine maintenance, standard operations, and special projects associated with Harbor Transit buildings, facilities, fleet, and HVAC systems. City streets and street-lighting systems, sidewalks, alleys, and parking lots. Manages the motor fleet, maintenance of traffic signs and signals, and related areas.
- Maintains all necessary records in accordance with administrative rules, contract language, and legal requirements including State and Federal legislation and local ordinances and regulations. Compiles operational statistics and completes a variety of reports required by the City, State, and other agencies.
- Attends various meetings, completes research and special projects, makes recommendations, and gives presentations as requested. Serves as staff liaison to boards and committees as assigned.
- Responds to public inquiries, investigates complaints, and assists the public as needed. Refers complex issues to the department director as needed.
- Keeps abreast of legislative and regulatory developments, new administrative techniques, and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.
- Performs other duties as assigned.

#### **EDUCATION, EXPERIENCE AND TRAINING:**

- An associate's degree in business administration or a related field is required. A bachelor's degree is preferred.
- Seven or more years of progressively more responsible experience in public transportation operations or a related field is required, including significant supervisory experience.
- Ability to obtain and maintain a Federal Department of Transportation (DOT) Medical Certification Card.

- Must be able to follow the FTA Drug and Alcohol Program, as part of a safety sensitive position.
- State of Michigan Commercial Driver's License (CDL) with the ability to obtain the appropriate endorsement(s), a satisfactory driving record, and the ability to maintain one throughout employment is required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Thorough knowledge Substantial knowledge of the rules, procedures, equipment, facilities, safety issues, and precautions relating to public transportation.
- Strong knowledge of Harbor Transit organizational structure, policies, and operations.
- Thorough knowledge of Federal, State, and local regulations regarding municipal public transportation services.
- Knowledge of the Michigan Motor Vehicle Code and licensing requirements.
- Skill in developing, conducting, and evaluating transportation training programs, and in formulating policies and standards.
- Skill in organizing and supervising the work of subordinates, in developing and implementing work procedures, and in training and developing employees.
- Skill in the use of office equipment and technology, including computers and a variety of related software, and the ability to master new technologies.
- Skill in assembling and analyzing data, and in preparing comprehensive and accurate reports.
- Ability to communicate effectively and present ideas and concepts verbally and in writing, and make presentations in the public forum.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, Harbor Transit officials, professional contacts, community leaders, the media, and the public.
- Ability to critically assess situations, problem-solve, exercise a high degree of diplomacy, and work effectively under stress, within deadlines and changes in work priorities.

#### **PHYSICAL AND MENTAL DEMANDS:**

- Hearing, seeing, speaking.
- Reading, reasoning, problem solving.
- Communicating verbally and in writing to employees, supervisors, and suppliers.
- Frequent interruptions.
- Contact with residents and visitors, in person and via phone.
- Lift, push, and pull heavy weight, kneel, bend and twist and use considerable upper body strength to secure passengers in wheelchairs.
- Moving wheelchairs and/or mobility units and utilizing associated tie down systems involves physical exertion and considerable strength.

**WORK ENVIRONMENT:**

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email, or in person, and move around the office to travel to other locations. Additionally, the employee works in or around a maintenance garage. The employee is exposed to moving mechanical parts, fumes or airborne particles and adverse weather conditions. The noise level in the work environment is usually moderate.

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