



JOB POSTING

Job Title: Operations Director

Department: Administration

HARBOR TRANSIT

Empowered to serve our customers with professionalism, compassion, understanding, and a willingness to help.

Harbor Transit has been in operation for over 40 years. It has grown from a small “Dial-A-Ride” service into a public transit authority that serves the communities of Grand Haven, Grand Haven Charter Township, Ferrysburg, the Village of Spring Lake, and Spring Lake Township. It covers a service area of 55 square miles and transports over 250,000 riders a year.

Harbor Transit provides daily transportation service to hundreds of riders going to work, school, medical appointments, and other needed destinations. Its fleet is made up of 28 wheelchair accessible service vehicles and two trolleys. Most of the buses and vans have a low floor and ramp so boarding for those with a wheelchair or walker can be done easily and safely.

We are looking for someone who shares our same values of serving customers with professionalism, compassion, understanding, and a willingness to help. The full-time Operations Director job duties vary greatly from the quiet times of scheduling bus operators and alcohol and drug compliance work to the excitement of special projects related to the fleet and building. Someone with prior public transportation supervisory experience, and who believes in providing a high level of internal and external customer service, will be a great fit!

A Day in the Life:

- 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.
- 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.
- 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.
- 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.

What You Will Need:

- 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.

What We Offer:

- A salary pay range of \$72,842 - \$86,133.
- Health and dental coverage for you and your family, including a Health Savings Account (HSA) contribution.
- A 401(a) plan, through the Municipal Employees' Retirement System (MERS), with a 12% employer contribution; and a health care savings plan, through the Municipal Employees' Retirement System (MERS), with a 3% employer contribution.
- A generous paid time off program to help you keep a healthy work/life balance.
- Financial protection through disability, life, accidental death & dismemberment insurance.
- Employee Assistance Program (EAP) and educational reimbursement benefits your mind and body healthy.

When you become a Harbor Transit employee, you do more than simply change jobs. You become part of the Harbor Transit family, a group of talented individuals who provide superior customer service to their residents and visitors, love their jobs, embrace change and celebrate the community.

How to Apply:

- View the full job description online at: www.harbortransit.org
- Send a cover letter and resume to ADumbrell@ght.org
- Any questions can be directed to Andrea Dumbrell, Human Resources Consultant, at 616.604.6309; or Scott Borg, Transportation Director, at 616.842-3220, ext. 5
- Application deadline: open until Friday, April 16, 2021, or until filled

Harbor Transit is committed to Equal Employment Opportunity and to attracting and retaining the most qualified employees regardless of race, national origin, religion, sexual orientation, gender, age or disability.