

Operations Manager Position Opening

*Incredible Benefits * Team Environment * Positive Atmosphere*

Reporting to the Operations Director, the primary objective of the Operations Manager is to plan and coordinate operational activities of the transit division of VRT to provide safe, reliable, efficient and accessible transportation services in the regional area. The Operations Manager manages Drivers, Dispatchers, Safety and Schedulers in a manner that promotes teamwork and unified engagement.

The ideal candidate is:

- A transit professional who has experience in transportation administration and managing dispatchers, drivers and schedulers
- An excellent communicator (both written and verbal)
- Proven to be a positive and reasonable supervisor with critical thinking ability

Responsibilities:

- Provides staff leadership by promoting and ensuring safe, efficient and effective operations in Beyond Access program
- Ensures consistent communication and application of policies as directed by the Operations Director and Chief Operations Officer
- Ensure overall compliance with Authority policies and/or processes
- Supports development, oversees implementation, and evaluates the on-going performance of drivers, dispatchers, and schedules all direct reports
- Sets performance expectations, coaches and counsels all direct reports in an effort to meet operational expectations; administers employee discipline as necessary
- Coordinates maintenance of vehicles with Fleet Supervisor to ensure fleet availability for daily service
- Assists in compliance of mandated drug and alcohol testing program
- Maintains confidentiality of all information
- Provides assistance in the event of emergency per documented procedures, communicating delays from operations
- Operates a vehicle in revenue service if necessary
- Acts as back-up dispatcher when needed
- Makes timely decisions
- Creates and implements schedules and monitors hours for all direct reports
- Support department in achievement of daily goals
- Schedules driver and staff meetings monthly, or more as services dictate
- Provide daily, weekly, and monthly reports as requested by Operations Director
- Analyzes and solves issues
- Ensure that all direct reports are treated fairly and appropriately.
- Other duties as assigned

Minimum Qualifications:

- Bachelor's degree in a related field (technical business, public and/or transportation administration, transportation planning, or another related field), strongly preferred
- Five (5) years of increasingly responsible supervisory or managerial experience
- Equivalent combination of education and/or experience considered
- Experience or certification with FTA drug and alcohol compliance, preferred

- Must be able to complete tasks efficiently with numerous interruptions
- Must be able to react quickly to changing priorities
- Proficient in the operation of multi-telephone line phone system
- Strong verbal and written communication skills
- Knowledge of Federal Transportation Administration regulations
- Knowledge of Americans with Disability Act
- Ability to manage and lead others
- Ability to forecast staffing needs based upon budgeted dollars
- Ability to be patient and understanding with others
- Ability to read a map
- Ability to speak, write, and understand English
- Ability to research and interpret laws and regulations
- Basic computer skills
- Basic math skills
- Must maintain a valid driver's license

Physical Requirements – must be able to perform physical requirements of this job with or without accommodation

- Frequently involves sitting, standing, walking, using hands to handle or feel, reaching with hands and arms, talking and hearing
- Must be able to sit in front of a computer for long periods of time
- Involves light physical activity performing non-strenuous daily activities of primarily administrative nature
- Must be able to work flexible shifts or works schedules as needed at all locations
- Work in all different weather, inside and outside

Salary Information:

- Starting salary range: \$60,000 - \$68,000 DOE, with consideration given for experience

Location: Based in Meridian, Idaho, with possible flexible/hybrid remote work options

Excellent benefits package includes:

- No-Cost and low cost health and vision insurance options
- Dental insurance
- Generous holiday, sick, and vacation leave
- State retirement plan (PERSI): pension and optional 401(k) (see <https://www.persi.idaho.gov/> for more information!)

Employment Type:

- Full-time, exempt

To Apply: See our ad on Indeed

Valley Regional Transit is an equal opportunity employer.