



Job Specification

Job Title: Executive Manager of Paratransit	FLSA Type: Exempt	Date Established: N/A
Department: Transportation	EEO Code: 01	Date Revised:
Class Code: 01-17-03	Reports To: Assistant Director of Operations	Date Approved:

Job Summary

Reporting to the Assistant Director of Operations, the Executive Manager of Paratransit will plan, direct, and oversee paratransit operations. The scope of work includes, but is not limited to: ensuring the delivery of safe and reliable service, employee oversight, management of contract assets, risk management, and customer service satisfaction.

Essential Duties and Responsibilities

- Provide oversight, direction, and coordination to staff in the provision of cost effective, efficient, and reliable public transit services within available financial resources, controlling governmental regulations and board policies
- Oversee the development of policy and procedures to improve processes and quality of services.
- Monitor and evaluate the expenditure of scheduled hours, miles, runs and overtime and compare performance to budget on a daily, monthly, and annual basis and ensure conformance with departmental policies and bargaining unit agreements, if applicable.
- Identify public and private transportation funding sources and oversee the allocation of funds.
- Manage the generation of monthly performance reports benchmarking paratransit services performance against the critical success factors of the service.
- Direct the investigation of complaints and commendations of paratransit service. Report on the department's indices of customer service.
- Ensure departmental compliance with state and federal regulation and compliance with department safety standards.
- Work with responsible personnel in the development of software upgrades, modifications, and changes to systems that affect the Transportation Department.
- Represent the paratransit division before various boards, commission, governmental and private organizations, and others to include preparation of agendas and presentations for internal and public meetings concerning transit services for persons with disabilities and related populations.
- Establish goals, measurements, and performance standards for the delivery of efficient, economical, and quality service.
- Respond, directly or through others, and/or report to work for emergencies, extreme weather conditions, or any other abnormal conditions that impair service or the safety of service, twenty-four (24) hours per day, seven (7) days per week.

Qualifications (required):

- Bachelor's Degree in Safety, Transportation, Business Administration, or a related field of study.
- Minimum of seven (7) years' experience in transportation or public administration, public sector management or a closely related field that includes four (4) years of experience in a managerial capacity.

Equivalent combinations of education and experience may be substituted to meet the education and experience requirements of this position.

Qualifications (preferred):

- Master's degree preferred.

Knowledge, Skills, and Abilities

- Knowledge of federal, state, and local legislation and regulations pertaining to transit service delivery and operations.
- Advanced knowledge of The Americans with Disabilities Act (ADA), as it relates to Public Transit.
- Advanced knowledge of the principles and practices related to transit operations.
- Knowledge of public and private transportation funding sources.
- Knowledge of the special needs of the elderly and disability transit community.
- Knowledge of grant applicant techniques and administration.
- Knowledge of local human service agencies.
- Excellent presentation, oral and written communication skills.
- Intermediate skill in developing process improvement strategies and initiatives.
- Intermediate skill in the use of personal computers and common office software.
- Skill in planning, directing, and coordinating the activities of an organization.
- Ability to stay up to date on current industry knowledge and best practices relative to public transit operations.
- Ability to prepare and monitor department budgets.
- Ability to interact with elderly and disabled community and to understand their issues and concerns.

Licenses, Certifications, and Other Special Requirements:

Valid State of Michigan Operator's License required.

Candidates considered for placement in this classification may be subject to a Criminal Background Investigation based on the requirements of the position.

Physical Demands

The employee generally remains in a stationary position for an extended period of time operating standard office equipment which may include computers, telephones, photocopiers, and fax machines. The employee is expected to move about to accomplish tasks such as opening file cabinets and moving files. Must be able to lift, push, pull, and carry up to (25) pounds. The employee may drive a company or personal vehicle to visit work sites and to assist at emergencies, service disruptions, and/or other events as needed

Work Environment

Work is performed primarily in an office environment. Some work requires travel to meetings, conferences, and other work sites with exposure to seasonal weather conditions. Must be able to work nights, weekends, and holidays.

The above statements reflect the general nature and level of work performed by employees assigned to this class. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Essential duties may vary from position to position.

Notes: