



Job Specification

Job Title: Manager I of Customer Service, Dispatch, and Scheduling	FLSA Type: Exempt	Date Established: N/A
Department: Transportation	EEO Code: 01	Date Revised:
Class Code: 01-09-31	Reports To: Executive Manager of Paratransit	Date Approved:

Job Summary

Under general supervision, the Manager I of Paratransit is responsible for managing, organizing, and monitoring paratransit services. This position is also responsible for ensuring efficient service, safety operation and adherence to paratransit services policies.

Essential Duties and Responsibilities

- Manage, monitor, and evaluate staff. Make appropriate recommendations with respect to commendations, promotions, hiring, disciplinary actions and terminations.
- Assist with preparing and monitoring department budgets.
- Manage investigations to resolve customer complaints and/or compliments and prepare necessary correspondence.
- Oversee the monitoring conditions affecting passenger scheduling and service delivery.
- Assist with the development of goals, measurements, and performance standards for the delivery of efficient, economical and quality service.
- Work with responsible personnel in the development of software upgrades, modifications, and changes to systems that affect the Transportation Department.
- Ensure departmental compliance with state and federal regulation and compliance with department safety standards.
- Oversee the maintenance of computerized customer service records control system.
- Interprets and explains departmental rules and regulations to customers. Manage the maintenance of computerized customer service records control systems.
- May represent the Paratransit Division before various boards, commission, governmental and private organizations, and others.
- 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 five (5) years of experience in transportation or public administration, public sector management or a closely related field that includes two (2) years of experience in a supervisory capacity in a call center or dispatch environment.

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

Knowledge, Skills, and Abilities

- Knowledge of federal, state, and local legislation and regulations pertaining to transit service delivery and operations.
- Considerable knowledge of The Americans with Disabilities Act (ADA), as it relates to Public Transit.
- Considerable knowledge of the principles and practices related to Transit Operations.
- Knowledge of the special needs of the elderly and disability transit community.
- Intermediate skill in developing and implementing continued professional development programs for operations and maintenance staff.
- Excellent effective oral and written communication skills.
- Intermediate skill in developing process improvement strategies and initiatives.
- Intermediate skill in the use of personal computers, common office software and dispatch software.
- Skill in planning, managing, and coordinating the activities of others.
- Ability to stay up to date on current industry knowledge and best practices relative to public transit operations.
- Ability to assist in the preparation and monitoring of department budgets.

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, fax machines, computer aided dispatch system and two-way radios. 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: