



## Job Specification

<b>Job Title: Manager II of Contract Operations</b>	<b>FLSA Type: Exempt</b>	<b>Date Established: N/A</b>
<b>Department: Transportation</b>	<b>EEO Code: 01</b>	<b>Date Revised:</b>
<b>Class Code: 01-08-62</b>	<b>Reports To: Executive Manager of Paratransit</b>	<b>Date Approved:</b>

### Job Summary

Under general supervision, the Manager II of Contract Operations is responsible for managing, developing, organizing, and monitoring paratransit contract service and operations. This position is also responsible for ensuring efficient service, safety operation and adherence to paratransit services policies.

### Essential Duties and Responsibilities

- Manage the activities of on the road service monitoring of contract carriers including safe operation of vehicles, on-time performance, record keeping, accident investigation, service issue resolution and monitor and ensure that vendors are adhering to contractual agreements.
- Monitor safety programs of paratransit contractors to ensure compliance with federal, state, local and department safety standards.
- Responsible for the development and implementation of plans, processes, procedures, and policies applicable to assigned contractors for compliance.
- Maintain accident records for compliance with federal and state regulations or possible future litigation.
- Inspect contractor work locations, records, vehicles, and employees for compliance with federal and state regulations and contractual requirements.
- Review safety procedures and checklists to be used by paratransit contractors and make recommendations where/when applicable.
- Observe/monitor paratransit service to ensure compliance with established safety standards.
- Conduct meetings with contractor and/or management to exchange relevant information. Make effective and knowledgeable suggestions pertaining to direction that should be followed in the support of paratransit services.
- Perform data inputs, review, and analyze, interpret, and maintain information, data and materials to evaluate the service contract provider.
- Assume the role of the Executive Manager as needed during vacations and other absences or to represent the Executive Manager at meetings, hearings, and presentations when the Executive Manager is not available.
- 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 six (6) years of experience in transportation or public administration, public sector management or a closely related field that includes three (3) years of experience in a supervisory capacity.

*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.
- Excellent oral and written communication skills.
- Intermediate skill in developing process improvement strategies and initiatives.
- Skill in planning, managing, and coordinating the activities of others.
- Intermediate skill in the use of computers and common office software.
- Strong ability to maintain a consistent, high quality, customer-focused orientation when conducting business and providing services or products to clients, the general public, and other external customers.
- Ability to stay up to date on current industry knowledge and best practices relative to public transit operations.

### **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.

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*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.*

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