



## SENIOR MANAGER OF OPERATIONS

**Department:** Transit Operations  
**Employee Group:** Non-represented  
**Reports to:** Transit Operations Director  
**FLSA Status:** Exempt  
**Job Number:** 21103  
**Approved by:**  
**Approved by:** Chad Crouch, Interim HR & Labor Relations Director

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### OUR MISSION

Ben Franklin Transit (BFT) provides exceptional and cost-effective transportation services that consistently exceed customer expectations while promoting the principles and practices of livable communities and sustainable development.

### OUR VALUES

We value customer service, collaboration, diversity, fiscal accountability, innovation, sustainability, and safety. Employees and representatives of BFT are expected to uphold our values and mission.

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### NATURE OF POSITION

Manage the daily transit operations for fixed-route and paratransit services; achieve departmental goals while ensuring compliance with Agency policies, procedures, collective bargaining agreement, and all applicable legal requirements

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Direct activities so that quality public transit service is provided to customer and the public safely, on schedule, and per quality standards and cost objectives.
- Direct, assign, train, and evaluate the work of staff; participate in hiring, discipline, and employment separation.
- Monitor daily operations including employee utilization and overtime.
- Develop and administer the departmental budget; approves the forecast of funds needed for staffing, equipment, materials, and supplies; approves expenditures and implements budgetary adjustments as needed.
- Establish, review, and modify department policies and procedures; set goals and standards for department.
- Maintain service and public safety; respond to operator concerns about safety or service interruptions and delays; recommend corrective action to resolve issues.
- Oversee the department's transit computer technology; identify issues and recommend technology improvements.
- Ensure compliance and enforcement of Americans with Disabilities Act (ADA), Federal Transit Administration (FTA), and other applicable state and federal laws.
- Administer the collective bargaining agreement to ensure compliance and worker satisfaction; attend collective bargaining negotiations and grievance related meetings.
- Review all transit routes measuring the efficiency and effectiveness of the public transportation offerings; identify underperforming services and areas of opportunity; make recommendations.
- Assumes the duties of Transit Director in their absence.
- Prepare a variety of daily, monthly, and annual reports, logs, and other records.
- Work with and maintain confidential information.
- Maintain regular and punctual attendance.
- Other duties as assigned.

## **KNOWLEDGE, SKILLS & ABILITIES**

- Interpret and apply Federal, State, and local laws, rules, codes and regulations governing the delivery of transit and paratransit services, including ADA.
- Principles and practices of public transportation system operations and paratransit programs, including safety programs.
- Principles and methods of supervision, training, and employee development.
- Basic understanding of labor relations principles and procedures to supervise, train, evaluate, and motivate staff in a union environment.
- Procedure for grievance/arbitration proceedings; techniques for investigating, analyzing, and resolving employee grievances.
- Comprehend various kinds of disabilities, their related functional abilities and accommodation tools based on ADA regulations.
- Familiar with the geography, major transit routes, and landmarks of Benton and Franklin counties; read schedules, paper/electronics maps and comprehend directions of travel.
- React quickly and calmly in emergency situations and adopt an effective course of action within established guidelines.
- Operate two-way radio and computerized dispatch system.
- Define problem areas; develop and recommend effective courses of action.
- Safely operate a transit bus and other applicable vehicles related to assigned activities.
- Establish cooperative working relationships with those contacted during work.
- Write clear, concise reports and documentation.
- Learn new technologies, policies, procedures and guidelines established by professional organizations and/or governing agencies.
- Utilize office equipment and other relevant technology (software and systems) to meet business needs.
- Understand, follow, and communicate clearly and concisely, both orally and in writing.
- Work as a team member and independently; effectively apply organizational and time management skills; meet deadlines and comply with Agency policies.
- Exercise sound judgment in making decisions.
- Focus on tasks and recall details; handle frequent interruptions.

## **OTHER CHARACTERISTICS**

- Collaboration: Shares time and knowledge with others; adjusts priorities as circumstances dictate; follows through on commitments, accepts responsibility for actions, resolves interpersonal conflicts constructively.
- Diversity: Demonstrates an awareness and respect of cultural and individual values. Treats all people with dignity, courtesy and respect.
- Fiscal Accountability: Actively contributes to the productivity of the agency; demonstrates good stewardship of company time and resources; displays high standards of ethical conduct.
- Customer Service: Anticipates the needs of internal and external customers; delivers quality work products and services within expected timeframes. Considers and responds appropriately to people in various situations.
- Innovation: Considers new approaches to situations; encourages ideas and improvements.
- Sustainability: Actively encourages environmental benefits and the conservation of natural resources.
- Safety: Adheres to safety related laws, regulations, standards, and practices; performs work in a safe manner; encourages and supports others to be safe while at work.

## **MINIMUM QUALIFICATIONS**

Bachelor's Degree in Transportation, Public Administration, Planning or related field from an accredited institution and five-years of increasing responsible transit operations and management level experience; or an equivalent combination of education and experience. Must possess a valid driver's license.

## **LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS**

NONE

## **PREFERRED QUALIFICATIONS**

Seven-years of related experience, including work with unions.

## **PHYSICAL REQUIREMENTS**

Generally sedentary in nature; occasionally stand and walk; intermittently kneel, stoop, bend and twist at the waist, and reach overhead; sit for long periods of time. Rarely kneel, crouch, or crawl. Occasionally lift, push/pull, or carry up to 40 pounds. Good vision to read print and computer screen. Hear and speak to communicate in person, before groups, and over the telephone. Manual dexterity of hands and fingers to include repetitive keyboarding, grasping and reaching to operate a computer keyboard, mouse and/or standard office equipment.

## **WORKING CONDITIONS**

Work is primarily performed in an office environment where noise, frequent interruptions and lack of private work space may be present. Occasional work may be performed in outside environment with exposure to traffic, dust, road noise, exhaust fumes and extremes of temperature. May be called upon to perform or assist in emergency care or first aid with potential exposure of bloodborne pathogens. Must wear personal protection equipment when necessary. Operate a motor vehicle.

**Essential Functions** may include the duties and responsibilities, as well as knowledge, skills, abilities, and other characteristics listed in this job description. Employees in this position must maintain a level of mental and physical fitness required to perform the essential functions of this classification with or without reasonable accommodation.

**Job descriptions** are intended to present a descriptive list of the range of duties performed by employees in the position. Job descriptions are not intended to reflect all duties performed within the job. Job descriptions are subject to revision and may be updated as appropriate to reflect operational changes within the role.

**Employees** in all positions must pass a background investigation including a criminal and employment investigation; positions with cash handling or financial administrative duties will be subject to a consumer credit investigation.