



Position Opening: Transit GM in Truckee, California

Job Title: Transit General Manager

Paratransit Services is a well-established private, non-profit, multi-state transportation and brokerage services provider based in the Pacific Northwest. We are currently seeking a qualified Transit General Manager for our location in Truckee, California. This is a great opportunity for an experienced, motivated transit professional who values teamwork, and who would love to be a part of the Truckee Community!

Location: Truckee, California

FLSA Status: Exempt, Full Time

Reports To: EVP/Operations

Responsibilities and Requirements

Responsible for the effective management of fixed route and/or paratransit operations at a site level, to include city, county or regional operations. Responsibilities can include administration, operations and maintenance functions. Ensures that staff are operating in an effective, courteous, safe, and efficient manner at all times. Responsible for all aspects of supervision of drivers, dispatchers, schedulers, customer service representatives (CSR), and maintenance personnel. Responsible for ensuring the provision of safe, cost-effective, timely, and dependable transportation services to the satisfaction of the contracting agency and transit system customers. May be required to serve as a backup driver as needed. To perform this job successfully, a person must be able to perform each essential duty satisfactorily.

Essential Duties:

1. Responsible for effective recruitment, training, evaluation, and supervision of staff.
2. Analyze and prepare annual budget, and ensure efficient operations within budget.
3. Collect and analyze operational data and submits reports to the EVP/ Operations or other corporate departments as needed.
4. Ensure effective responsiveness to client issues, and compliance with contractual commitments.
5. Assess operational needs and challenges, and develop effective plans to address them.
6. Prepare and maintain operations manuals and related documents.
7. Oversee and provide backup for driver and dispatch/scheduler/CSR personnel.
8. Directly responsible for processing and responding to customer complaints.
9. Ensure effective fare collection and auditing processes.
10. Respond to vehicle collision scenes and provide input into the collision investigation process.
11. Ensure/conduct ride-a-long and unobserved monitoring of drivers to make certain they comply with Operational and safety guidelines and follow safe driving practices at all times.
12. Ensure that operational records, including personnel records, vehicle records, trip schedules, and driver schedules, are accurately and effectively maintained in accordance with company policy and local, state and federal regulations.
13. Schedule operator routes to ensure the most effective utilization of assigned vehicles.
14. Ensure effective scheduling of staff shifts.

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15. Evaluate access and boarding problems, and implement solutions.
16. Provide on-call supervisory support in coordination with other supervisory staff.
17. May be required to provide light building maintenance as needed (change light bulbs, shovel snow, etc.).
18. Must demonstrate solid skill/knowledge of Microsoft Office products (Word, Excel, etc.) and demonstrated ability to quickly learn and become proficient with other database and computer programs.
19. Effectively compose, type and edit correspondence, reports and other material.
20. Ensure compliance with all company policies, guidelines, and procedures, including Workplace Expectations (Code of Conduct).
21. Keep the EVP/Operations informed regarding work status and all issues and potential elevated concerns and risk matters.
22. Maintain strict confidentiality and discretion at all times.
23. Must have reliable personal transportation.
24. Must have and maintain a current State driver's license and proof of current vehicle insurance.
25. Essential duties require presence in the workplace on a regular basis. In order to accomplish this, regular attendance and punctuality must be maintained.
26. Must be able to work flexible shifts, and to respond to accidents or incidents outside of standard office hours
27. Provide effective outreach to the community and general public.
28. Facilitate effective development of local and regional coordination of resources.
29. Ensure compliance with local, state and federal regulations.
30. Present a well-groomed, neat and professional appearance while on the job, and ensure effective, courteous and professional communication with employees, customers, clients, and the general public.
31. Perform other duties as required.

Physical Demands:

The physical demands and work environment described here are representative of those that must be met by the employee to successfully perform the essential functions of this job.

Work is conducted in various settings such as offices, vehicles, and classroom settings. Can involve constant periods of sitting and working at a work station. Can involve repetitive motions of the hands, wrists, and fingers. Frequently required to walk, sit, talk, hear, and use phones. Frequently required to use hands to finger, handle or feel/operate objects, tools (keyboards, phones, files and file drawers etc.), or controls, and reach with hands and arms.

Specific vision abilities required by this job include close, medium and far vision, and the ability to adjust focus. Requires the ability to push, pull and lift up to 50 lbs. Must possess the physical ability to perform driving functions without assistance. Moderate lifting, bending, twisting, stretching, kneeling, and crouching may be required to assist passengers in boarding and exiting the vehicle, including carrying items and lifting wheelchairs weighing up to 50lbs.

Must be able to load/unload and push/pull occupied wheelchairs without assistance. While driving, may experience challenges related to adverse weather conditions or vehicular and pedestrian traffic. Must be able to grasp, squeeze, kneel, reach, and stretch to do pre/post check of vehicles, adjust mirrors, and operate the vehicle, radio and equipment. Must be able to operate small to large vans and buses safely, and perform all of the above, without assistance. Some travel may be required, including day trips or multi-night travel, and the use of autos (including rental vehicles, taxi, and bus) and airplane transportation when training or supporting projects.

Knowledge and Abilities:

Must have knowledge of transportation operations, with a focus on paratransit services. Must demonstrate effective customer relations techniques and an effective knowledge of the service area, the safe operations of vehicles, and applicable State Motor Vehicle Laws. Must demonstrate an ability to work with disabled and elderly people and deal tactfully and effectively with individuals of varying backgrounds in a variety of situations. Ability to promote excellent passenger and employee relations, to prepare accurate records and reports, and to communicate effectively in English - both orally and in writing - at all levels of the organization, and with clients, customers and the general public.

Ability to read, understand and effectively and consistently apply written rules, regulations, policies, guidelines and procedures. Demonstrated ability to work effectively in a teamwork environment, and effective ability to work independently. Must demonstrate the ability to develop, monitor and stay within a budget. Must be effective using a variety of computer applications, including multiple forms of transit industry technology, as well as all Microsoft Office products, e-mail and other related software. Must have knowledge and ability to effectively train individuals in one-on-one and group settings. Must be able to work flexible shifts and respond to accidents or incidents outside of standard office hours.

Must consistently demonstrate excellent interpersonal, supervisory and decision-making skills. Must be able to prioritize work and work at a fast pace while being detail oriented and accurate. Must have good problem solving and analytical skills to gather and interpret data. Requires excellent customer service, interpersonal and organizational skills. Must be able to work independently, be very reliable, and able to maintain confidentiality in all matters. Must be able to perform all of the above without assistance.

Minimum Qualifications:

High School Degree or GED; BS degree in transportation or equivalent, plus five years progressive transportation operations experience, including two years driving experience and two years supervisory or lead experience preferred, or five years of experience that would have provided the applicant with the necessary skills, knowledge and abilities to perform the duties of the position. Budget preparation and management experience preferred.

Must be computer literate and able to quickly learn and apply new computer-related applications. Must have a valid state driver license and the ability to obtain and maintain a commercial driver's license (CDL) and the same licensing and certification requirements as transit drivers. Must qualify and maintain skills necessary to perform positions such as CSR and dispatcher. Must be able to successfully pass a criminal background check, a motor vehicle record check, and pre-employment drug screening. Must be able to obtain First Aid/CPR and Defensive Driving instructor certification. Must have excellent interpersonal, supervisory and decision-making skills. Must demonstrate tact, courtesy and good judgment when communicating with others.

Position is subject to a pre-employment drug screen and random drug and alcohol testing.

Wage and Benefit Package:

Paratransit Services offers a competitive wage and benefits package.

How to Apply:

Please download an employment application [here](#), or from the "Careers" page of our [website](#), then submit the completed employment application form, along with your resume and cover letter to: Human Resources at hr@paratransit.net; or, fax to (360) 824-6281; or mail to Attn: Human Resources 4810 Auto Center Way, Bremerton, WA 98312.

No phone calls or drop-ins please.

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