JOB POSTING:

OPERATIONS MANAGER

Posting Date: June 26, 2020
Until Friday, July 17, 2020

Salary: Commensurate with experience

Contact: Jennifer Brown
Human Resources Generalists
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Please see attached for Job Description and Requirements

GNHTD is an equal opportunity employer. All applicants will be considered regardless of race, color, religion, national origin, age, marital or veteran status; disability; genetic status, or any other legally protected status.
Position Title: Operations Manager
Type: Full-time
FLSA Status: Exempt
Department: Operations
Date Revised: June 26, 2020

**General Function:**

GNHTD’s Operation Manager has the bottom-line responsibility for all aspects of the day-to-day operations: drivers, customer service, scheduling, dispatch, technology, community relations and labor relations. Provides managerial oversight to all related staff members.

Works closely with senior management to attain company goals and objectives. Collaborates with all team members to seek workflow efficiencies, cost savings, customer service and service delivery improvements.

Establish and monitor sophisticated workflow systems that maximize human capital, maximize utilization of technology and eliminate duplicative recordkeeping systems.

**Accountability:**

This position reports to the Executive Director and works collaboratively with all staff assigned to the District.

**Position Requirements:**

Directs the overall programs and responsibilities of subordinate staff and develops short and long-term planning for Department. Promotes interdepartmental collaboration.

Determines staffing needs of the Department by reviewing staff, projecting future needs and coordinates recruitment of appropriate staff with Human Resources, ensuring the proper number of full time and part time employees at all times.

Establish operational goals and priorities, facilitate and monitor progress. Reviews unit performance against goals and takes necessary steps for improvement. Monitors staff performance and provides professional development guidance.

Ensure compliance with all the requirements of the Americans with Disabilities Act (ADA), Connecticut Department of Transportation and other business partner contractual requirements and regulatory compliance as well as federal and state laws.

Serve as primary liaison with Teamsters Local 443 representatives, maintaining positive relations and ensuring adherence to the Collective Bargaining Agreement. Engage with District labor relations and employment law counsel to resolve employee issues.

Administer all operating functions including, but not limited to: service delivery, reservations, mobility services, customer service, dispatching, scheduling, and road supervision. Oversee workforce development opportunities and succession
planning. Develop and implement strategies that improve key performance indicators in all aspects of operations. Oversee ADA enrollment activities, including determination of ADA eligibility for new and re-certification of members. Ensure that necessary tracking reports are completed by Mobility and Outreach Coordinators.

Collaborate with IT consulting team to develop short and long-term strategies related to infrastructure, software and system security. Additionally, identify communications equipment that will support the team’s needs including telephone system, radios, tablets, and other emerging technologies.

May be called upon outside of normal business hours to address urgent operations issues and/or training needs and may be required at evening meetings.

All other duties as required.

Requirements:

- Possession of a High School Diploma/GED. A college degree or other preparatory technical, managerial/supervisory, facilitation and communication skills training is highly desirable;
- 5 or more years of experience in transportation operations;
- Experience with state, federal and municipal government entities/processes;
- Strong analytical skills along with superb, written and oral communication skills;
- Ability to engage in a positive manner with staff, peers and other business partners; possesses strong and inspirational leadership skills; maintains confidentiality;
- Understands administrative principles and methods, including goal setting, program and policy development and implementation; regulatory compliance; employment law;
- Ability to work collaboratively with others, at all levels of the organization for the purposes of collecting and disseminating essential information; and
- Ability to establish and implement policies and procedures;
- Understand, interpret, and apply laws, rules, regulations, policies, procedures, contracts, and budgets;
- Exercise sound judgment and creativity in making decisions;
- Analyze and identify problems, implement solutions, and evaluate outcomes; and
- Represent the agency before the Board of Directors, funding sources, business partners and public officials.

Other Duties:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this position. This position may be required to perform job related tasks other than those specifically presented in this description. The description is not a contract or guarantee of any kind, can be
changed or eliminated at any time and does not alter the at-will status of all non-contractual employees.

**Safety:**

Responsible for contributing to a safe and secure work environment. Is cognizant of surroundings and acts in a safe manner at all times. Is knowledgeable of and adheres to OSHA, GNHTD and other safety standards, directives and advisories, both written and verbal. Uses safety equipment and protective clothing as appropriate and necessary. Maintains good housekeeping habits in work area to avoid injury to self or others. Immediately reports to supervisor or Director of Risk Management any safety or security issue. Observes building access restrictions and locks doors when not present. Knows the nearest two safety exits and participates in safety drills.

**Physical Demand and Work Environment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodations. Employee must obey safety rules established by the company and exercise caution in all work activities and work areas.

**Work Environment:**

While performing the duties of this job, the employee works in the Administrative Office Building.

**Other Requirements:** N/A

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