

Voluntary Action Center – Job Opportunity **Operations Manager, Public Transit**

Position: Operations Manager (public transit operations)

Reports To: Associate Director of Transportation **Location/Department:** Sycamore / Transportation

Schedule: 40 hours / week. Must be flexible. VAC operates transportation services M-TH, 6:30 a.m. to 11:00 p.m. and F, 6:30 a.m. to 9:00 p.m. and some limited weekend service.

Responsibilities: While reporting directly to the Associate Director of Transportation, this safety-sensitive position assists in planning, organizing, and supervising the daily operations and activities of the agency's community and public transportation program in Sycamore with an emphasis on training, safety, compliance, and quality control. Main tasks include, but are not limited to:

- Coordinates the training, supervising, and evaluating of new and current transportation personnel in vehicle operations and safety, including classroom, behind the wheel, and CDL exercises and programs
- Assists the Drug & Alcohol Program Manager in oversight of the agency's drug and alcohol policy, which includes records management and scheduling the appropriate drug screening including, but not limited to, pre-employment, random selection, and reasonable suspicion tests
- Reviews operational files, including dispatch/schedule logs, operator manifests, pre- and post-trip logs, accident/incident reports, turn-away logs, etc.
- Ensures accuracy, thoroughness and timely completion of reports and compliance with policies, standards, contracts and legal requirements
- Assist in preparing monthly, quarterly, or annual reports as needed
- Monitors and enforces compliance with organizational rules, policies and procedures, federal, State and local legislative and regulatory mandates
- Works with other transit staff to investigate and document transportation related accidents, incidents, and complaints from the general public and/or customers, resolves situations after investigation, and coordinates with appropriate staff proper corrective action
- Support dispatchers and vehicle operators as necessary, (i.e. fill in for sick time/vacation time)
- Remain on-call when appropriate for after-hours staff communication
- Other duties as assigned

Education, Licensing, Certifications, Physical Requirements:

- Must have minimum 5 years in a transit environment with at least 1 year supervisory experience
- Must have a valid CDL, or ability to acquire within 30 days of hire, and excellent driving record
- Passenger and air brake endorsements required, or ability to obtain within 30 days of hire
- Must meet medical requirements in accordance with FMCSR (49 CFR 391.41-391.49)
- High school diploma or equivalent, Associate's Degree in related field highly desired.

Knowledge, Skills, and Abilities Required:

- Knowledge of public/community transit industry, including training, investigation, safety best practices
- Excellent computer skills, especially Microsoft Office and paratransit scheduling software
- Excellent verbal and written communication skills; excellent customer service and interpersonal skills
- Must demonstrate good judgment and solid problem solving skills
- Ability to be approachable and professional, handle multiple tasks, be self-motivated, and well organized
- Ability to manage, coach, and lead staff in a tactful, professional manner
- Ability to pass pre-employment drug screen and background check

Application Deadline / Tentative Process Schedule: Salary DOQ. Competitive benefits package. Interested individuals should submit a cover letter, resume, VAC employment application, and three professional references via traditional mail or e-mail to: Paul LaLonde, Assistant Executive Director, HR@vacdk.com, 1606 Bethany Road, Sycamore, IL 60178. For complete job description, please contact Paul or visit www.vacdk.com. Deadline to apply is Nov. 3rd. Interviews to begin Nov. 6th.

VAC is a drug free workplace and an EOE.

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Operations Manager, Public Transit

Operations Manager Wanted

Voluntary Action Center is seeking applicants for a full time public transit Operations Manager to assist in planning, organizing, and supervising the daily operations and activities of the agency's community and public transportation program in Sycamore with an emphasis on training, safety, compliance, and quality control. Must demonstrate good judgment; an ability to be approachable and professional; solid problem solving skills; an ability to handle multiple tasks; and an ability to be self-motivated and well organized. Must have minimum five (5) years in a public/community transit environment with at least one (1) year in a supervisory role. Must be able to obtain CDL w/air brakes and passenger endorsements within 30 days of hire. Must be able to pass pre-employment physical, drug screen, and background check.

Salary DOQ. Competitive benefits package. Interested individuals should submit a cover letter, resume, and three professional references via traditional mail or e-mail to: Paul LaLonde, Assistant Executive Director, HR@vacdk.com, 1606 Bethany Road, Sycamore, IL 60178. For complete job description, please visit www.vacdk.com. Deadline to apply is Nov. 3rd. Interviews to begin Nov. 6th.