



# Job Description

<b>Title:</b> Bus Operations Manager				<b>Revision Date</b> 06/20/2024
<b>Reports to:</b> Director of Operations				
<b>FLSA Category</b> Exempt	<b>Non-Represented</b>	<b>Safety Sensitive</b>	<b>Full Time</b>	<b>EEO Category</b> First/Mid Level Officials and Managers
<b>Work Schedule (subject to change)</b> Generally – M - F 9 to 5 Occasionally required to work beyond scheduled work hours and/or days				
<p>The staff position responsible for supervision of LCTA Bus Operators and operations. The Operations Manager continues to perform all duties including evaluation of driver performance, assisting with driver training, routing implementation of operation schedules and policies, handling of emergency situations affecting rerouting of the LCTA system, assists with safety program implementation and accident investigation, and performing dispatcher duties as required. In addition, the Operations Manager assumes a team leader role in the management of one or more assigned operations department functions. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.</p>				
<b>Essential Functions</b>				
<ul style="list-style-type: none"> <li>• Assumes the leader role in the management and assigns and oversees the work of Dispatchers and Drivers.</li> <li>• Assist the Director of Operations to oversee the scheduling of transportation according to the timetables established by the Authority.</li> <li>• Work with statistical and other information required to adjust / revise passenger delays.</li> <li>• Assist the Director of Operations in the enforcement of the personnel regulations policies of the Authority as they apply to the Operations Department.</li> <li>• Assist the Director of Operations in the settlement of disputes in accordance with LCTA / ATU contract and assist with hearings.</li> <li>• Field observation of the operation system to include liaison between operators / management.</li> <li>• Assists with driver training for all new hires.</li> <li>• Resolve accidents/incidents with or without claims.</li> <li>• Pull videos to investigate accidents/incidents and save and maintain video files.</li> <li>• Assists with processing claims damages caused by vehicle accidents.</li> <li>• Retrieve accident reports from police departments.</li> <li>• Coordinate communications between insurance companies and LCTA.</li> <li>• Attend meetings, including board meetings, including those scheduled after normal working hours.</li> <li>• Address and resolve complaints and issues raised by transit and the public relating to the quality of transit services and other operational complaints.</li> <li>• Monitor driver attendance. Verify and input payroll data. Authorize work hours and overtime. Advise drivers of corrections or concerns.</li> </ul>				



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- Monitor operator performance.
- Perform dispatch duties as directed.
- Conduct employee reviews of Operations Management staff at the direction of Director of Operations.
- When directed, assume routine responsibilities of the Director of Operations in his / her absence.
- Assist in road supervision.
- Perform other duties as may be assigned by the Director of Operations.

## **Qualifications, Education, Training, Certification, Licenses Requirements**

- High school diploma, Class (B) CDL driver's license, with airbrake and passenger endorsement.
- Experience in public transportation or related experience, preferably in a public agency setting, including three years of management responsibility
- Knowledge in defensive driving.
- Must have the ability to perform mathematical calculations.
- Broad knowledge of the operation of the Authority.
- Ability to deal in a courteous and effective manner with employees and the public.
- Knowledge of computer-based transit software as well as MS Office Products.

## **Knowledge, Skills and Abilities Required**

- Excellent written and oral communication skills.
- Ability to work independently.
- Ability to perform multiple tasks and manage multiple responsibilities concurrently.
- Ability to establish and maintain effective working relationships with those contacted in the course of work
- Must maintain confidentiality with regard to all information and records.

## **Acknowledgement**

This job description does not constitute an employment agreement between LCTA and the employee and LCTA management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Immediate Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements)

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

LCTA is an affirmative action and equal opportunity employer. In accordance with anti-discrimination law, LCTA prohibits discrimination and harassment of any type and affords equal opportunities to employees and applicants without regard to race, color, religion, sex, gender identity, sexual



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orientation, pregnancy, national origin, disability, genetic information, age, retaliation, veteran status, or other applicable legally protected characteristics.

LCTA is committed to providing access, equal opportunity and reasonable accommodations for individuals with disabilities in employment, its services, programs, and activities. LCTA will continue to provide reasonable accommodations to employees and applicants with disabilities, and for religious observances and practices. To request reasonable accommodation, contact the Director of Human Resources Department at 570-288-9356.