

Job Description



Position: Director of Bus Transportation
Department: Operations
Reports To: Vice President for Bus Operations

Job Summary:

The Director of Bus Transportation is responsible for managing all day to day bus transportation activities and the employees assigned. Manages and supervises the training of all superintendents, dispatchers, field supervisors, bus instructors/trainers, bus operators, administrative and clerical staff. Establish standards and procedures to effectuate the maximum service delivery for HRT.

Essential Job Functions:

- Monitors the agency's daily transportation requirements as they relate to staffing, rolling stock, training and discipline; assist the Vice President for Bus Operations on various transportation and personnel issues; make labor saving recommendations for improvements and technical implementations.
- Assist and make recommendations to HRT's service planning department with regards to schedules, run picks, detours and service changes to improve the quality of bus service delivery.
- Provide guidance, technical support, training, coaching and development opportunities for transportation employees.
- Provide continual improvements, set standards to reduce operator complaints, absenteeism and disciplinary action.
- Improve the existing operator's training program.
- Provide technical assistance and guidance for improvement of the operations customer service program.
- Develop statistical data for improvement of on-time-performance, budgetary analysis, resource management and manpower projections.
- Responsible for ensuring all labor contract provision compliance are applicable and adhere to.
- Prepares, monitors the transportation budget.
- Develops daily bus operations reports for senior management.
- Maintains a working and responsive relationship with the local [ATU] labor union.
- Coordinates and represents the bus transportation department with regards to agency issues, programs and or activities.
- Evaluates reviews and recommends bus industry standards for safety and efficient service delivery.
- Evaluate and recommend salary increases, adjustments, promotions and transfer of department employees.
- Manage records created and received in compliance with the Hampton Roads Transit Records Management Policy and Procedures.
- Responsible for maintaining a general awareness of HRT's EMS
- Responsible for handling all related job responsibilities in accordance to HRT's Environmental Policy, relevant EMS Standard Operating Procedures, and Emergency Management Plan
- Responsible for reviewing, implementing, and updating Emergency Operations Procedures relating to bus operations
- All other duties as assigned

Examples of Duties (Duties listed are not intended to be all inclusive nor to limit duties that might reasonably be assigned)

- Recruits, hires, transfers and recommends termination of employees.
- Assist with the development of technical specifications for equipment to be purchased by the Agency.
- Supervise; manage Superintendents and Managers as assigned.

- Supervise and monitor the performance of the bus transportation department for conformance with budgets, objectives, schedules and plans. Responsible for the implementation of corrective action.
- Administer employee grievance/disciplinary procedures.
- Direct and supervise the operations of the Agency bus transportation functions. Correspond and interact with labor unions to administer working agreement and enhance employer/union relations.
- Manages Bus Transportation operating budgets. Review, evaluate and disciplines employees.
- Works with the Safety Department to develop and enforce new and existing bus safety rules and procedures.
- Analyzes bus transportation records and develops programs to improve the quality of service.
- Recommends hiring, transfers, promotions and terminations of employees.

Required Knowledge, Abilities and Skills essential to Job Functions:

Comprehensive working knowledge of the administration principles and practices including the management of human resources, budget administration, labor relations and bus transportation safety. Ability to effectively communicate both written and orally. Must supervise and evaluate the work of others. Ability to interact effectively with HRT's management and union officials. Full and comprehensive knowledge of the policies and practices which govern Agency wide transportations. Supervisory skills to manage technical, contract and non-contract vehicle transportation personnel, as well as individual engaged in various phases of transit operations activities.

Required Software Knowledge and Skills essential to Job Functions:

Proficiency in using computer systems and the listed software applications associated with performance of assigned work is essential. Basic problem solving skills associated with software applications used is expected. Software usage relevant to job duties will be evaluated.

Software applications: Must be proficient in Microsoft Windows Software. Must have a working knowledge of PeopleSoft, HASTUS and Spear3i

Qualifications:

Training and/or Education:

Minimum of a Bachelors degree of Business, Transportation, Administration, Engineering or a related field. Knowledgeable in transit management (preferably bus) with emphasis in public transportation operations. Knowledgeable in State, Federal Safety policies and procedures as they relate to Bus Transportation.

Required Experience:

A **minimum of seven years of progressive experience** in the public transportation management (preferably bus operations), and/or **at least five years experience** in a management/ supervisory position.

Licenses or Certificates:

None

Special Requirements:

None

FLSA Status:

Exempt

Physical Demands:

Position requires general administrative physical demands such as sitting, standing, walking and the availability to be on call 24 hours/7-day per week. 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Unusual Demands:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work involves meeting multiple demands on a timely basis.

This job description summarizes the essential duties required for this position but in no way is inclusive of all duties. Other related duties may be assigned as needed by department head or supervisor. All changes must be requested through the Organizational Development or Human Resource Department.