TRANSIT OPERATIONS MANAGER
PARKING AND TRANSIT DEPARTMENT
EEO No. SA 9-12

POSITION
The Transit Operations Manager assists the Parking and Transit Asst. Director in all areas of the Transit Department (Fixed Route(s), Night Shuttle, and Charter Services) business including daily operations and manages the department.

REPORTING RELATIONSHIPS
The Transit Operations Manager reports directly to the Asst. Director. All Transit Drivers and Dispatchers/Field Support Lead Workers report to the Transit Operations Manager.

WORKING ENVIRONMENT
The position works in an office environment and in the field. It may be necessary for the Transit Operations Manager to be in the field to monitor bus operations and offer support.

QUALIFICATIONS
- Bachelor's degree is preferred. At least three years of experience in public transportation or a closely-related field; four years of experience in supervisory and management responsibility is desired. Extraordinary qualifications may be substituted if adequately demonstrated in lieu of a Bachelor's degree.
- Certifications and Licenses: CDL required and ability to attain CDL instructor certification required.
- Knowledge of state and federal transportation regulations and statutes
- Knowledge of general principles of transit fleet maintenance
- Thorough knowledge of schedule writing, routes, passenger flows, headways, and general principles, practices, techniques, and standards of public transportation systems
- Ability to utilize and interpret the principles and methods of statistical analysis
- Ability to effectively and efficiently use spreadsheet, graphics, desk-top publishing, and word processing software
- Ability to operate radio communication systems
- Ability to develop a positive working environment and effectively utilize all employees of the Transit Department
- Ability to motivate and supervise employees in the Transit Department
- Ability to effectively use oral and written communications in the performance of duties and responsibilities
- Ability to learn and implement University procedures, regulations, and requirements with respect to procurement, safety, operations, and organization

RESPONSIBILITIES:
- Determine manpower and equipment needed
- Communicate expectations
- Assign duties and responsibilities
- Evaluate employee performance
- Facilitate training opportunities
- Serve as a problem-solving resource with issues related to the operations
- In collaboration with the Asst. Director and/or Director, recruit and select employees
- Evaluate the department's performance in collaboration with the Parking & Transit Director, prepare and submit a budget proposal for the operation of the Transit Department.
• Provide feedback to customers and employees regarding complaints and suggestions
• Responsible for developing and implementing an on-going training program for all Transit department employees
• Responsible for developing a policy manual for transit operations
• Develop and implement routes and services
• Work to maintain consistent records of ride checks and time checks to verify and correct schedule problems
• Develop re-routes as needed for construction or other blockages
• Administer approved projects

APPLICATIONS
For initial consideration, a letter of intent and resume' along with three references must be received by September 13, 2013 by 5:00 PM and should be directed to:

Director of Parking & Transit
University of Louisiana at Lafayette
P. O. Box 42692
Lafayette, LA 70504-2692