

## **Director of Public Transit**

## **Non-Union Position**

TCATA seeks a highly qualified professional, experienced in providing transit system management. The Director and their staff will be responsible for ensuring the following:

1. Labor management
2. Financial management
3. Business growth with human service agency contracts.
4. Public Interface
5. Marketing service
6. Service design changes to meet community needs
7. Adherence to state and federal requirements
8. All other duties related to a system general manager

TCATA objectives with this hiring process include, but are not limited to, the following:

1. Ensure that TCATA has the best route designs to generate the most ridership possible for the service area.
2. Ensure quality service to all riders.
3. Ensure service continuity and consistency, minimizing service disruptions.
4. Ensure a high quality, experienced driver work force with minimized turnover, as experienced drivers are known to influence a higher quality, more productive service.
5. Ensure effective maintenance of TCATA vehicles to safeguard TCATA's capital investment in the fleet.

The Director will report directly to the Board of Trustees and will seek policy guidance from the Board on all transit matters. The Director will be responsible oversight on all aspects of the service. The basic areas of management include, but are not limited to:

### **Planning and Policy**

The TCATA director will be responsible for the establishment of policies and the conduct of planning for the operation of service, including the right to determine and modify, as TCATA determines necessary, the following:

- Development of a new service design intended to maximize ridership.
- Development of a policy and procedures manual for staff and a how to ride guide for customers.
- Fare policy – Managers will devise a fare policy based on the desires of the Board.

- The Director will work with each city to develop services based on the contributions of those communities.

### **Customer Service**

TCATA management is responsible for the formal customer service function; TCATA management will also conduct all advertising, promotion, and public outreach.

The Director will ensure while working with the Assistant Director that management of the day to day operations of the transit system will include:

- Recruiting, training and retaining vehicle operators and other staff needed to operate the service
- Ensuring the safe operation of service
- Ensuring that all vehicles and runs go out on time and remain on-time throughout the day. Any missed runs are unacceptable.
- Announced and unannounced field observations of operations.
- Developing and enforcing progressive discipline in accordance with generally accepted transit management practices.
- Monitoring staffing levels, including drivers and their training.
- Safety oversight including announced and unannounced safety audits

### **Financial Management and Budgeting**

The Director will be responsible for ensuring the system is financially managed in accordance with generally accepted financial management practices required by the Federal Transit Administration and the Michigan Department of Transportation.

### **Operations and Financial Reporting.**

The Director is responsible for preparing month financial and operating reporting reports that are submitted to the TCATA Board at each month meeting. These reports should include:

- All operating data to show ridership, productivity and vehicle utilization by type of service. Year to date and a comparison to the previous month as well as the same month of the previous year.
- Detailed budget report monthly to include all line items. Year to date and a comparison to the previous month as well as the same month of the previous year.
- Safety program reporting will include by month, all accidents/incidents of any kind, by category and their resolution, year to date and a comparison to the previous month

as well as the same month of the previous year. All road calls requiring a delay in service, year to date and a comparison to the previous month as well as the same month of the previous year.

- Customer Service to include a listing of all complaints and complements/commendations by type, year to date and a comparison to the previous month as well as the same month of the previous year.

### **Vehicles and Equipment**

- Setting maintenance standards.
- Ensuring all vehicles are maintained according to the manufacturer's specifications and generally accepted maintenance practices.
- Ensure inspection of vehicles and vehicle maintenance records, including:
  - Announced and unannounced inspections of vehicles or facilities;
  - Announced and unannounced audits of preventive maintenance inspections (PMI) performance;

### **Other Capital Equipment and Facilities**

The Director will ensure that the maintenance of the facility and other capital assets are in excellent condition at all times.

### **Other Requirements**

This individual must have at least five years of supervisory experience and bachelor's degree in business preferred.

- Detailed knowledge of pertinent local, state and federal laws, rules, regulations, and collective bargaining agreements.
- Managerial skills necessary to plan, manage, and coordinate the diverse transportation, maintenance and administrative activities
- Ability to prepare correspondence, plans, documents and detailed reports, and properly operate a variety of standard office equipment, including computer, printer, telephone, copier, fax machine and calculator.
- Ability to work rapidly for long periods, work on several tasks at the same time and complete assignments effectively amidst frequent distractions and interruptions.
- Ability to regularly work extended and/or evening hours and occasionally travel out of town for training, sometimes overnight.
- Possession of a valid driver's license and demonstrated safe driving record.
- The ability to compile and complete reports and maintain records.
- The ability to effectively communicate with the public.
- Must continue to update policies and procedures required by the FTA.

**Additional Details**

Final salary will be determined in part by the qualifications of the selected candidate and may be higher or lower than target.

TCATA IS AN EQUAL OPPORTUNITY EMPLOYER

No employee or applicant for employment will be discriminated against because of race, color, creed, religion, sex, marital status, national origin, sexual orientation, ancestry, age, unfavorable military discharge, disability or any other status protected by federal, state, or local laws; except where a bona fide occupational qualification exists. We are committed to providing an inclusive environment for our workforce and supporting the communities we serve. TCATA will make reasonable accommodations for the known disabilities of otherwise qualified applicants for employment as well as its employees, unless undue hardship would result. TCATA will work with you to determine if an accommodation can be provided.

**Please forward Resume to Veronica Bragg @ [tcataoffice@comcast.net](mailto:tcataoffice@comcast.net)**