



DIRECTOR OF TRANSPORTATION

BSOOB Transit is seeking a dynamic and detail-oriented leader who will be responsible for the direction and deployment of regional transportation services. The successful candidate will be a strong communicator who is innovative and possesses knowledge of transit operations, state and federal requirements, and has the ability to successfully lead and empower employees.

Position Summary:

The Director of Transportation is responsible for managing the day-to-day operations of the public transit service. This role provides direction and guidance to supervisors and front-line staff establishing and emphasizing a culture of safety and customer service. An important function of this director position is the responsibility for establishing and maintaining effective working relationships with other transit departments, city departments, subordinates, and the public in order to promote and maintain an effective and efficient public transit service.

Wages: Salaried Position - \$65,000-\$80,000/year plus a competitive benefits package

Duties and Responsibilities:

- Leads and oversees the Transportation Department including service delivery and service quality; manage day-to-day operations and any emergency services.
- Guides bus operations, schedules, on-time performance, overtime, employee engagement, personnel recognition, communications and day-to-day support of departmental activities.
- Responsible for training, managing and development of transportation personnel.
- Works closely with supervisors in Transportation and Maintenance to ensure the effective assigning, scheduling and dispatching of bus drivers and vehicles.
- Participates in development and implementation of short-range and long-range goals, strategic and business plans; monitor industry trends to meet changing mobility, technical, and operational needs of transit.
- Ensures that all team members, regardless of job classification or function, model internal, departmental customer service communication and behavior.
- Establish high standards of professionalism, performance, and accountability.
- Sets the tone as a role model for a positive organizational image and be an agent for change and process improvement; provide supervision, guidance, and direction to all operations personnel.
- Oversees investigation of incidents, complaints, and/or accidents for the purpose of resolving or recommending a resolution to the situation.
- Assists in ensuring operations are within budget while maintaining manpower requirements.



- Establishes goals, objectives, key performance indicators, work programs and measurements to ensure that department activities align and support the achievement of goals.
- Handles all Transportation department related disciplinary suspensions, discharges and grievances; support the administration of the collective bargaining agreement; work with union leadership and members on programs and projects.
- Monitors data of ongoing ridership, fare collection, and key indicators to identify, evaluate, and improve performance.
- Maintains an effective working relationship and communication with the Executive Director, peers and subordinates.

Position Qualifications:

- Five (5) years progressively responsible experience in bus transportation, maintenance and/or operations management to include a minimum of three (3) years' experience managing in a union environment
- Bachelor's Degree in Logistics, Business Administration or related field preferred. Related experience may be considered in lieu of education requirement.
- Ability to act with integrity, professionalism, and confidentiality.
- Must have strong written and verbal communication skills including experience in presenting and speaking to groups.
- Experience in working with local governments or municipalities.
- Strong interpersonal skills and the ability to build effective relationships.
- Experience utilizing data to identify trends in the business that support strategic and tactical adjustments to ongoing operations.
- Ability to display emotional intelligence, rational thinking, and innovation to find solutions to complex interpersonal, technical and administrative problems.
- Must be able to demonstrate analytical reasoning, critical thinking, as well as a high level of customer orientation.
- Must be able to work some after hours and weekends, as needed.

Physical Requirements:

- Work is frequently conducted in an office or similar indoor environment relatively free from unpleasant environmental conditions or hazards. Incumbent may sometimes be in a street, warehouse, shop or operating station environment or exposed to hostile or irate individuals, moving mechanical parts and fumes or airborne particles.
- Occasional standing, walking, crouching, kneeling, pulling and pushing.
- Occasional lifting and carrying objects.