

Job Description

Title: Director of Shared-Ride Operations				Revision Date 10/17/2023	
Reports to: Executive Director					
Supervises: Manager of Shared-Ride Operations					
FLSA Category Exempt	Non-Represented	Safety Sensitive	Full Time	EEO Category First/Mid Level Officials and Managers	
<p align="center">Work Schedule (subject to change)</p> <p align="center">Generally – weekdays 8:30am to 4:00pm</p> <p align="center">Occasionally required to work beyond scheduled work hours and/or days</p>					
<p align="center">Job Description Summary</p> <p>Manage, oversee, and direct Shared-Ride Operations, including managing the shared-ride programs, contracts, software, and compliance programs.</p>					
<p align="center">Essential Functions</p> <ul style="list-style-type: none"> • Manage, oversee, and direct Shared-Ride Operations day-to-day activities. • Conduct and manage Performance Reviews of Shared- Ride employees, and • Coordinate with Scheduler to develop daily itinerary for providing coordinated service. • Coordinate with Dispatchers to oversee and provide guidance to enhance and ensure optimum service. • Oversight of administration and staff of the Medical Assistance Transportation Program (MATP). • Oversight of administration and staff of Special Efforts Accessibility Transportation System (SEATS) and Persons with Disabilities(PwD) Program • Coordinate with the Department of Safety, Security, and Training for any possible interruption of service. • Supervise Customer Service Representatives and operators. • Makes recommendation for human resources related matters including, hiring, promotion, transfer, discipline, and termination. • Coordinate with relevant departments to implement training and professional development. • Lead regular departmental meetings. • Monitor and ensure compliance with labor agreements, resolve union complaints, and grievances. • Lead regular labor management meetings. • Review, investigate follow-up, and document operational matters including accidents, incidents, and customer service issues. • Ensure compliance in all areas of ADA and HIPAA rules and regulations. • Actively participate in operational safety initiatives including safety committees; accident and incident reviews; determining accident and incident preventability; and, identifying safety issues and implementing corrective actions as appropriate. • Oversee, analyze, and report on shared-ride statistics, including revenue, invoices, ridership, schedules, reservations, service data, and operator overtime. • Administer shared-ride contracts, policies, and procedures and oversee subcontractor service operators. 					

Job Description

- Responsible for the implementation, training, and recordkeeping of Ecolane software.
- Responsible for uploading information into external databases.
- Daily coordination of fleet management with appropriate departments.
- Participate in the development of equipment and service specifications for procurement.
- Develop and implement compliant shared-ride and Americans with Disabilities Act (ADA) Program policies and procedures.
- Performs as external liaison for public outreach to community partners regarding shared-ride services and ADA Program.
- Responsible for the reviewing client applications and administration of service in compliance with Medical Assistance Transportation and ADA Programs.
- Maintain working knowledge of current and changing laws, regulations, and guidelines.
- Ensure compliance with established safety policies and procedures, state, federal and local regulations and other related requirements designed to protect the health and safety of transit passengers and operators.
- Maintain compliance and accurate records for federal, state and local regulations, laws and policies.
- Compile and maintain statistical and performance data and provide monthly reports to Executive Director and Board of Directors.
- Attend and participate in monthly Board of Director meetings.
- Manage shared-ride operations and ADA customer complaints and compliments, including operator and customer follow-up and resolution.
- Prepare, oversee and ensure adherence with shared-ride operating and capital budgets.
- Maintain accessibility during all hours of operation and availability of contact after-hours.
- Perform related duties, as required

Additional Job Functions

- Occasionally attend meetings, conferences and training sessions that may require overnight lodging.
- Coordinate and occasionally participate in on-board observations and evaluations.

Qualifications, Education, Training, Certification, Licenses Requirements

- Bachelor's degree in business or related field or an equivalent combination of education and experience.
- Management work experience preferred.
- Transit industry experience preferred.
- Must maintain a valid Pennsylvania Driver's License.
- Commercial Driver's License preferred.

Additional Working Conditions

- Primarily works indoors in an office environment.
- Occasionally works onboard, in, and around motor vehicles.

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.
- Exceptional interpersonal skills.
- Must maintain confidentiality with regard to all information and records.

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- Proficient ability to use a variety of technology products including MS Office Products.

Acknowledgement

This job description does not constitute an employment agreement between COLTS and the employee and COLTS 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: _____

In compliance with the Americans with Disabilities Act, the Employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss accommodations with the Employer.