



Transit Services Manager Job Posting

Do you love helping people? Would you like to make a difference in people's lives? *Do you enjoy working with organizations and managing people from all walks of life?*

Check out the Transit Services Manager position below:

Summary:

Valley Regional Transit is looking for someone who demonstrates the ability to manage employees and coordinate with contractors in a manner that promotes teamwork and unified engagement. The Transit Services Manager coordinates and manages transit activity including staff management of customer service and work coordination with contracted operations for fixed route and complementary paratransit services.

The ideal candidate will possess a Master's degree in a related field plus five years of increasingly responsible supervisory or managerial experience or something equivalent. We are looking for people who can be patient with the public and who demonstrate a positive and friendly demeanor.

Valley Regional Transit (VRT) is the regional public transportation authority for Ada and Canyon counties in southwest Idaho. Its main responsibilities are to coordinate transit services in the two-county area and develop and implement a regional public transportation system.

VRT owns the public bus system that provides service in Boise/Garden City, and contracts with a private firm to manage its operations. In addition, VRT contracts for transit services in Nampa/Caldwell and between Ada and Canyon Counties.

Want more information? Read on:

RESPONSIBILITIES:

- Provides the leadership required to ensure contracted operations provide safe, friendly, reliable, clean and cost-effective manner
- Supports development, oversees implementation, and evaluates the on-going value of customer service training
- Ensures customer service staff provides consistent and accurate information for all services, to all customers, at all times
- Ensures that customer service and contracted operations are compliant with federal, state and local requirements
- Produces validated performance reports on a monthly, quarterly and annual basis for customer service and contracted operations
- Strong communicator to ensure expectations are provided in a clear format
- Maintains a professional and courteous demeanor at all times
- Assists other VRT divisions as needed
- Serves as Valley Regional Transit representative on assigned advocacy groups or events

- Ensures necessary resources are available to staff and contracted operations
- Manages ACCESS eligibility
- Back-up contact for in-person ACCESS eligibility assessment.
- Establishes staffing levels for customer service, manages scheduling of staff hours and service locations
- Develops customer service training, oversees recruitment and ongoing development of staff
- Acts as back-up customer service staff when needed
- Schedules quarterly customer service staff meetings, or more as services dictate
- Provides assistance in the event of emergency per documented procedures, communicating delays from operations
- Ensures NTD surveys are processed for operations as needed
- Other duties as assigned

ESSENTIAL FUNCTIONS:

The Americans with Disabilities Act (ADA) considers “essential functions” as one of the following: 1) the reason the position exists; 2) there are limited number of other employees available to perform the function; 3) highly specialized duties, and the person is hired for this special expertise.

- Frequently involves sitting, using hands to handle or feel, reaching with hands and arms, talking and hearing
- Must be able to sit in front of a computer for long periods of time
- Involves light physical activity performing non-strenuous daily activities of primarily administrative nature

Salary: Begins at \$57,337 per year with consideration given for experience.

Benefits: Health, Dental, and Vision Insurance. Holiday pay, sick and vacation leave. Disability and PERSI retirement plan.

To apply for this position, please send your resume and cover sheet to jobs@weaver-solutions.com

Position is open until filled.

Valley Regional Transit is an equal opportunity employer.