

# ROWAN COUNTY HUMAN RESOURCES

## JOB DESCRIPTION

**Job Title** : Transit Operations Manager  
**Department**: Rowan Transit System  
**Revised** : January 2020

**Class** : Professional  
**FLSA** : Exempt

*This job description supersedes any prior description for the Transit Operations Manager classification.*

### **GENERAL DESCRIPTION**

Highly responsible administrative work managing all aspects of the transit program for the County. Supervision is exercised over a number of drivers and clerical subordinate(s). This position works primarily independently and receives supervision from the Airport and Transit Director, who evaluates work through observation, analysis of program accomplishments, and periodic conferences.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Monitors the day-to-day operation of the Rowan Transit system to ensure that local, state, and federal policies, rules, and regulations are followed and properly implemented.

Plans and oversees transportation operations and scheduling.

Monitors the central dispatching functions for authorized users (City ADA Transport, County Share-A-Ride Program, and Institutional Facilities).

Oversees the development of service documentation reports and control forms; implements and monitors data collection procedures.

Responsible for supervising, training, and evaluating staff and has substantial influence in hiring and other employment decisions.

Works with the director in strategic planning, developing, implementing and improving service delivery.

Markets the transit program and ensures that public education materials are available and distributed to community groups on transportation services.

Visits system agencies to solicit participation, solve problems, and discuss strategies of coordination and greater efficiencies in routing; receives user agency complaints and completes follow-up investigations.

Assists the public by determining eligibility for the service, and matches their need to system routes.

Develops the Rowan Transit System-PVS Safety Plan and monitors compliance with FTA drug and alcohol testing regulations.

Serves as Accountable Executive and Safety Officer that oversees compliance with NCDOT mandated System Safety Program Plan Policy.

Oversees the collection of budget and grant-related records and reports and submits to Director.

**Job Title:** Transit Operations Manager  
**Page** : 2

Completes local, state, and federal reports as assigned by the Director.

### **OTHER JOB FUNCTIONS**

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of laws, regulations, and policies which govern the transit program.

Thorough knowledge of the principles, practices, methods and equipment related to public transportation operations;

Knowledge of effective supervisory practices;

General knowledge of office practices and procedures;

Ability to prepare and supervise market survey studies and prepare promotional programs;

Ability to read, analyze and interpret rules and regulations;

Ability to communicate technical ideas effectively, orally and in writing;

Ability to prepare and present reports;

Ability to interpret, explain, and apply policies, procedures, and regulations to specific operating programs.

Ability to work independently, take direction, and plan and execute work.

Ability to gather and organize information and to present information to the Director facilitate decision making.

Ability to effectively communicate orally and in writing.

Ability to establish and maintain effective working relationships.

### **PHYSICAL REQUIREMENTS**

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work includes extended periods of time viewing a computer video monitor and operating a keyboard. Work includes operation of a motor vehicle. Employee is not substantially exposed to adverse environmental conditions or hazardous materials.

### **EXPOSURE CONTROL**

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

**Job Title:** Transit Operations Manager  
**Page** : 3

**MINIMUM EXPERIENCE AND TRAINING**

Requires an Associate's degree from an appropriately accredited college with course work in business administration, transportation studies or a related field and four years transit operations experience at a responsible level. An equivalent combination of education and experience may be considered. A valid driver's license is required.

**This job description does not create an employment contract,  
implied or otherwise.**