AUBURN
Human Resources

Mgr, Transit Operations

Job Description

JOB INFORMATION

Job Code	EA35
Job Description Title	Mgr, Transit Operations
Pay Grade	TR13
Range Minimum	$44,550
33rd %	$53,460
Range Midpoint	$57,920
67th %	$62,370
Range Maximum	$71,280
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	12/15/2022

JOB FAMILY AND FUNCTION

Job Family:	Transportation
Job Function:	Parking & Transit Services

JOB SUMMARY

Reporting to the Associate Director of Transportation Services, the Manager of Transit Operations supervises and coordinates transit activities and operations including the management of transit staff. Ensures work quality and adherence to established federal, state, and local regulations regarding operations and safety policies and procedures. Provides highly responsible and complex staff assistance to the Associate Director of Transportation Services.

RESPONSIBILITIES

- Assists in the development of the strategic vision for the University Transit Services operations which includes the day-to-day operations as well as special service routes and charter operations of the transit vendor, employee shuttle, and jAUnt Mobility Golf Cart service.
- Manages the day-to-day activities of the Tiger Transit team and the transit vendor to include supervision, safety, scheduling, and customer satisfaction.
- Provides reports to the Associate Director of Transportation Services on the transit vendor's daily and weekly performance.
- Reviews with the Associate Director of Transportation any incidents reported by the Tiger Transit team or by riders and helps to establish procedures to correct incidents, if appropriate. Works with the transit vendor in resolving customer issues and acts as a liaison with various campus organizations concerning transit issues.
- Assists in implementing changes to the Transit system.
- Reviews with the transit employees any changes in routes required due to construction or other activity occurring on the campus or in the city.
- Schedules and manages Tiger Transit personnel in the operation of shuttle services, charter services, and game day operations.
- Ensures issues affecting major operations are communicated to the Tiger Transit office and to the transit vendor.
- Collaborates with various departments on campus to coordinate charter services utilizing any of the available transportation areas and works with the transit vendor for charters that involve the use of vendor equipment.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Some college; vocational or Associate's Degree	Degree in Management, Operations Management, or related field.		5 years of	Experience supervising, overseeing, or operating a public and/or private transit system.	

Substitutions Allowed for Education	Yes
Substitution allowed for Education: When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of local, state, and federal transportation regulations.	
Knowledge of vendor management operations, practices, and techniques.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
CDL - Group A - Commercial Drivers License		Upon Hire	Required	And
DL NUMBER - Driver License, Valid and in State		Upon Hire	Required	

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Motor Vehicle Record (MVR); Pre-Employment Drug Screening

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting			X			
Lifting	X					
Climbing				X		
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking					X	
Hearing					X	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold				X	
Extreme heat				X	
Humidity				X	
Wet				X	
Noise				X	
Hazards				X	
Temperature Change				X	
Atmospheric Conditions				X	
Vibration				X	

Vision Requirements:

Ability to see information in print and/or electronically.