



Anaheim Transportation Network

JOB DESCRIPTION

Job Title:	ART Staff Operations Manager		
Supervisor's Title:	Director of Operations		
Annual Salary:	<u>\$56,000</u> Entry Level	<u>\$65,000</u> Mid-Point	<u>\$72,000</u> Control Point
Positions Supervised:	8	FLSA Class:	Exempt
Positions Supervised:	Dispatch/Road Supervisors		
Name:	Ken Jaramillo		

Job Purpose:

The Anaheim Resort Transportation (ART) Staff Operations Manager responsibilities focus on ensuring safe and efficient operations of the ART system. This will be accomplished by demonstrating leadership skills, and providing guidance that fosters team growth. Staff Operations Manager serves as a primary point of contact for day-to-day application of organizational policies and procedures and is responsible for monitoring programs and services for cost effectiveness, as well as acting as the front line representative for the team in the absence of the Director of Operations.

This position is responsible for maintaining excellent customer service, and safe, reliable and on-time performance of ART system. Staff Operations Manager assigns and supervises dispatchers, road supervisors and TVM technicians to ensure that all operational goals are met. Responsible for resolving in-field issues such passenger requests and incidents, vehicle breakdowns and accidents, and route-deviations. Ensures policies and procedures are followed and related documentation is accurate, complete, and timely. Responsible for ensuring good labor relations, evaluating employees' adherence to rules and regulations, reporting irregularities to management, identifying, analyzing and resolving problems. Responsible for ensuring good employee relations.

Essential Functions:

1. Assign drivers to buses to ensure on-time and on-schedule operation of the ART system and acquisition of operational data from on-board equipment to obtain ART operating information.
2. Provides Director of Operations with correspondence, assistance and feedback for planning sessions and for the development of new/revised procedures
3. Ensure all required reports are submitted timely and accurately
4. Monitor workload for the coming weeks and recommend course of action necessary to meet demands
5. Maintain required staffing levels through timely training of qualified candidates
6. Provide employee development, through motivation, constructive feedback, coaching, training, and applying mentorship techniques and provide answers/guidance to all team members
7. Responsible for maintaining the schedules, time and attendance of direct reports, including approval/denial of time off requests and administer monthly/yearly employee performance evaluations as well as periodic reviews against goals and objectives and ensure feedback is provided to employees and administer all staff discipline, including termination

8. Conduct field evaluations, through on-street monitoring that includes but is not limited to, assessment of vehicle condition, driver professionalism and dedication to duty, driver performance and adherence to safety
9. Respond promptly to all accidents/incidents and resolve in-the-field conflicts
10. Maintenance of all accident/incident documentation to ensure that records are clear, articulate and accessible for viewing by ART management, state and federal agencies
11. Maintain continued communication with ART dispatchers, road supervisors, drivers by phone, computer and radio
12. Oversee completion of daily operations and shift change reports. Prepare driver paperwork, oversee pre-trip and shift change processes
13. Maintains all aspects of workplace organization and assist with maintaining of positive employee morale and quality of customer service
14. Performs other tasks or projects as assigned by ART administration

Qualifications Guidelines:

Experience/Training/Education:

Required: High school graduation or G.E.D., plus at least 7 years of related experience. Customer service and supervisory experience required, including, but not limited to, coaching, developmental feedback, hiring, terminations, corrective actions, attendance, reviews, etc. Previous experience in passenger transportation operations required.

Knowledge/Skills/Abilities:

General: Ability to prioritize, organize, solve problems, and complete tasks independently; ability to follow verbal and written instructions and to accept constructive criticism.

Technical: Requires technical knowledge and understanding of kiosk and all related parts and equipment. Skills required include mechanical aptitude, and the ability to install, remove, service, and repair equipment, using the correct tools for the job.

Mathematical: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs. Ability to calculate figures and amounts, such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Communication: Ability to read, analyze and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization, and the ability to provide outstanding customer service.

Reasoning: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Physical and Environmental Elements:

Physical demands: Ability to walk, sit, climb or balance frequently (up to 1/3 of normal work shift.) Ability to stand, stoop, kneel, crouch or crawl for up to 2/3 of normal work shift. Ability to talk and to hear and to reach with hands and arms continuously. Ability to lift up to 50 pounds frequently. Finger dexterity is required continuously throughout the work shift.

Vision: Ability to see at close range (20 inches or less), at a distance (clear vision at 20 feet or more), ability to identify and distinguish colors, ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point, three-dimensional vision, ability to judge distances and spatial relationships, and ability to adjust the eye to bring an object into sharp focus.

Work Environment: Will be subject to moderate noise, including traffic noise, but may be subjected to loud noises occasionally. Will be required to drive, sometimes in heavy traffic, maneuvering around other vehicles. Will be required to work outdoors, in public areas, often in outdoor weather conditions, frequently subject to vibration, and may include working in high, precarious places. Will be frequently subjected to vibration, fumes or airborne particles and will work near moving mechanical parts. Often works on equipment with the risk of electrical shock. Due to transporting large sums of money, employee frequently exposed to potential theft situations.

Special Requirements/Certification:

Valid California Driver License.

*Pre-employment drug screening and background check is required.
ATN is an equal opportunity/affirmative action employer.*