

**About Us**

Anaheim Transportation Network (ATN) is a public transportation system operating within the Anaheim region and surrounding areas. Every year, over 9 million residents, visitors and employees use ATN services to connect with local destinations, theme parks, sport venues, shopping centers, hotels, restaurants, and ARTIC regional transportation center. ATN strives to provide services that connects convenience with fun.

# Service Support Manager

<b>Reports to:</b>	Operations and Compliance Manager
<b>Department:</b>	Operations
<b>FLSA Status:</b>	Exempt
<b>Type:</b>	Regular, Full-Time
<b>Shift:</b>	3 <sup>rd</sup> Shift
<b>Salary Range:</b>	\$63,065.60 – \$76,731.20 (DOQ&E)

**About the Role**

Under general direction, the Service Support Manager is responsible for the overall direction of the operations department, and assigned areas; determines priorities, sets goals and objectives, and manages day-to-day operations, service, and performance.

**Responsibilities**

*(This list is not intended to be a complete listing of all the job duties required of this position, but to provide information on the general scope of the position.)*

- Oversees the day-to-day activities for assigned areas including, but not limited to dispatching, in-service monitoring, assignment of personnel and vehicles, ensures DOT and state compliance, forecasts staffing requirements and assists with scheduling, and completes necessary daily and/or weekly reports
- Manages and directs employees in assigned areas; creates a culture of recognition and accountability; provides leadership and develops a positive, productive, and high-performance team-oriented working environment; establishes a schedule of periodic team meetings and communications
- Assists with the hiring, training, and development of team members; determines individual and team priorities, goals, objectives and evaluates performance; makes recommendations for and assists with disciplinary procedures; tracks and maintains employee attendance and scheduling system
- Assists the department manager in monitoring and evaluating service performance; analyzes performance metrics and quality trends, and provides recommendations/proposals for process or service improvements focusing on safety, courtesy, and reliability
- Manages operational databases and audits reporting processes to ensure all incidents are addressed, ensure proper management involvement and awareness, properly resolved, and documented in compliance with applicable local, state, and federal laws, rules, and regulations pertaining to departmental matters
- Serves as the point of contact for customer escalations; maintains high level communication with customers, clients, the general public and internal leadership on all escalations from engagement to resolution; completes customer complaint investigations
- Fosters a culture of safety; participates in various committee/task force meetings; collects and reviews information about the hazards present or likely to be present in the workplace; investigates injuries/illnesses, accidents, incidents, and close calls/near misses to identify hazards and prioritize corrective actions
- Other duties and projects as assigned

## Candidate Requirements

### Knowledge & Skills

- Computer skills and knowledge of collaboration tools; working knowledge of MS Office software
- Fundamentals of customer service, transportation operations, safety and security, and people management
- Advanced leadership and team management skills
- Attention to detail and problem-solving skills
- Strong written and verbal communication
- Time management and organizational skills
- Problem solving and conflict management techniques
- Knowledge of industry trends and regulations

### Ability

- Ability to create an inspiring team environment with an open communication culture
- Ability to maintain a consistent teamwork mentality
- Establish and maintain effective and cooperative working relationships
- Ability to effectively prioritize tasks and manage time effectively
- Ability to appropriately interact with employees of all levels including drivers, customers, senior management, client representatives, union officials, and the general public
- Build skills and continuously expand knowledge in such areas as safety and security, injury prevention, technology and equipment, and job efficiency
- Ability to work weekends, holidays, and extended hours regularly, as needed

### Education & Experience

- High school diploma or equivalent required
- Minimum of 6 years of experience in transportation, safety and security management operations, business administration or management-related field
- Minimum of 5 years of general customer service experience
- Minimum of 5 years of progressively responsible supervisory experience, preferably in public transportation

### Additional Requirements

- Availability to work varying shifts, hours, days, including holidays and weekends
- Must possess a valid California Driver's License and an excellent driving record (Upon Request, a Driving Record printout is required with application and must be current – within the 30 days of the printout)
- Ability to upgrade to a Class B driver's license with a passenger endorsement and air brakes certification, with no restrictions required
- Must provide proof of eligibility to work in the U.S.

### **Safety Sensitive**

This position is considered safety sensitive and are subject to drug and alcohol testing, including but not limited to pre-employment testing, post- accident testing and random testing, under Federal Transportation Administration (FTA) drug and alcohol regulations, and U.S. Department of Transportation (DOT) regulations, 49 CFR Part 40 and Part 655. Please refer to the ATN Drug and Alcohol Policy Manual for additional information.

### **Equal Employment Employer**

Anaheim Transportation Network (ATN) is an Equal Opportunity Employer and does not discriminate against any applicant or employee on the basis of race, color, sex, religion, national origin, age, disability, or any other consideration made unlawful by applicable local, state, or federal laws.