

Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title:	Transportation Program Manager	Job Code:	04410
Department:	Agency on Aging/Eagle Transit	Pay Grade:	Std 34
Reports to:	Agency on Aging Director	FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt

Department Overview: Eagle Transit provides public transportation services within Flathead County, including fixed route city and commuter buses for the general public and paratransit service, a shared ride, appointment-based option for people who have disabilities or other conditions that make it difficult for them typically to use fixed route service. Through a Cooperative Agreement with the State of Montana and the Glacier National Park, Eagle Transit also manages daily operation of the public bus system at Glacier National Park during the summer season. Eagle Transit is a division of the Flathead County Agency on Aging.

Job Summary: This position develops, coordinates, implements and administers Eagle Transit transportation services, including general public bus service in multiple cities, commuter service between cities, paratransit services and passenger service within Glacier National Park through a cooperative agreement between Flathead County and the National Park Service.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

The Transportation Manager directs all activities related to daily operations as follows:

- **Manages personnel:**
 - fosters a positive workplace culture
 - participates in the screening and hiring process
 - Develops, documents and oversees implementation of effective internal training programs; arranges for external training opportunities as needed
 - Schedules shifts and work days/hours and approves/monitors overtime and leave time
 - Directly supervises staff, provides timely performance feedback and takes disciplinary action if necessary
 - Conducts regular meetings to share information and address operational issues
 - Consistently applies personnel and operating policies and ensures county personnel policies/procedures are followed; effectively communicates and implements policy changes; practices effective team building techniques
 - Works closely with the AOA Director and the County Human Resources Department to address personnel issues
 - Oversees contracted personnel services
 - Maintains high visibility throughout the system to promote morale and to identify and assist in resolving problems

- **Manages all aspects of bus operation**
 - Oversees the Glacier National Park shuttle operations
 - Masters all aspects of transportation operations specific to Eagle Transit and Glacier National Park
 - Develops and adjusts bus routes
 - Ensures that buses operate on time, safely and efficiently
 - Determines bus assignments; revises and resolves problems on manifests
 - Administers a system of preventive maintenance in compliance with FTA regulations
 - Addresses mechanical deficiencies reported by the drivers; determines needs and schedules maintenance, inspections, and repairs for buses and other equipment, keeps complete and accurate records, including maintenance logs and inventory
 - Ensures buses are clean
 - Monitors ridership data for accuracy and efficiency of operations
 - Procures and maintains buses, secures operating supplies and other equipment, and maintains operations facility
 - Ensures efficient tracking of key indicators, including maintenance costs, fuel consumption, and fleet mileage; implements strategies to make best use of the fleet minimizing wear and tear
 - Develops and implements a training protocol and operating policies and procedures that comply with all pertinent rules and regulations; monitors compliance with all applicable regulations; assists in the preparation of reports for local, state and federal agencies and other funders
 - Manages all aspects of quality control and fleet, facility and driver safety
 - Investigates and problem-solves issues as they arise and responds to all incidents and accidents
 - Develops and manages an effective program to review and promote safety, including prompt handling of accident and incident determinations, training on safe work practices, safety audits and compliance with the Montana Safety Culture Act
 - Addresses and resolves complaints from riders or the general public
 - Manages operating expenditures within budget parameters
 - Manages the bus wrap program and other advertising efforts
 - Engages in ongoing learning about emerging and best practices in the public transportation industry; attends workshops, training sessions and conferences; develops and implements pilot programs, innovative techniques, new technology, etc. as appropriate

The Transportation Manager assists with the following tasks:

- Strategic planning
- Development of the annual budget, performance measures, and administrative policies and procedures
- Contract and grant development, management and reporting
- Monitoring the Glacier National Park Cooperative Agreement
- Promotion of Eagle Transit services, public relations and community education.

Physical Demands and Working Conditions:

- The employee is constantly required to use hands to handle objects, keyboard, reach, grip, and grasp.
- Frequently required to sit, talk, write, listen and read.

- The employee may infrequently be required to stand, walk, climb, balance, stoop, kneel, crouch or crawl.
- Requires exertion of up to 100 pounds of force occasionally, up to 50 pounds of force frequently, and a negligible amount of force constantly to move objects and operate vehicles and equipment.
- The employee is occasionally required to lift and/or move up to 50 pounds.
- Vocal hearing is required to perceive information at normal spoken word levels.
- Visual acuity is required for depth perception, night vision, peripheral vision, visual inspection involving small defects and/or small parts, operation of motor vehicles or equipment, and observing general surroundings and activities.
- Work is performed in an office environment and bus barn as well as in the field. The worker is subject to inside and outside environmental conditions, atmospheric conditions, and oils.
- This is considered a safety sensitive position subject to drug and alcohol testing.

Supervision Exercised: The primary function of this job is supervising assigned staff, including the Glacier Park Operations Lead, bus drivers, dispatchers, and administrative assistants.

Knowledge, Skills, and Abilities:

Knowledge of:

- Passenger transportation field, including policies, operations, equipment, training, technology, quality control, and customer service
- Paratransit services, including eligibility and operations
- Basic bus mechanical operations and the methods and capability of performing a pre-trip vehicle inspection to assure that the bus is in safe operating condition
- Local, state and federal regulations affecting the transportation program
- All state and local traffic laws and regulations
- The main traffic arteries in the County

Ability to:

- Effectively problem-solve at all levels, including daily service delivery, personnel issues, overall program management, compliance, safety, etc.
- Hire, train, supervise, assign work to, and evaluate staff; build effective teams
- Manage an operating budget
- Collect, analyze and use operating data to improve services and efficiency
- Work with diverse populations, including older adults and people with disabilities
- Communicate effectively both orally and in writing
- Skillfully operate all buses for which responsible
- Meet federal drug and alcohol testing requirements

Skill in:

- Personnel development and management
- Route development and driver scheduling
- Effective decision-making and problem-solving
- Effective use of technology and data analysis

Applicant must possess:

- Current Commercial driver's license with passenger endorsement
- Good driving record
- Current DOT medical exam on file with the Human Resource department

- Current Defensive Driving certification, First Aid and CPR certification and Passenger Assistance, or be willing to obtain certification when the class is offered.

Education and Experience:

5 years of experience in the transportation field including 2 years of supervision and administrative functions; or any equivalent combination of experience and training which indicates possession of the knowledge, skills, and abilities as listed.

Action	Date	Reference
Adopted:	08/10/90	Commissioners Office
Revised:	10/18/04	Commissioners Minutes
Revised:	11/04/04	Commissioners' Minutes
Revised	05/12/08	Commissioners' Minutes
Revised	09/12/13	Commissioners' Minutes
Revised	01/09/14	Commissioners' Minutes
Revised	07/01/14	HR Salary Recommendation Transmittal Signed 5/28/2014
Revised	06/19/17	Position Grade Changes Effective 7/1/2017 (FY18)
Revised	12/04/17	Commissioners' Minutes