

MASS TRANSPORTATION AUTHORITY
JOB DESCRIPTION

POSITION: **YOUR RIDE SERVICE CENTER MANAGER**
(Nights And Weekend Work May Be Required)

CLASSIFICATION: **SUPERVISORY**

SCOPE OF RESPONSIBILITIES:

The Service Center Manager coordinates the provision of curb-to-curb transportation service in a local service area and coordinates service with other service areas; Responsible for all aspects of local operations, including but not limited to: quality, safety, timeliness of service, vehicle and facility cleanliness, customer satisfaction and customer relations, marketing and community relations, budgeting and cost control, employee supervision and administration of the MTA's labor agreement, team member motivation and development, and administration of MTA operating procedures.

SUPERVISION BY: CHIEF OF PARATRANSIT OPERATIONS

PRINCIPAL RESPONSIBILITIES:

- Identify and implement procedures that produce consistent, quality, customer-oriented service by all Service Center team members
- Identify and implement procedures that continually communicate and reinforce the importance of excellent customer service and safety
- Develop and implement, together with Service Center team members, local procedures to enhance service delivery
- Insure that all activities of the Service Center, especially the delivery of service, are performed in a safe manner
- Have a strong working knowledge of all MTA policies and procedures and counsel team members on proper adherence to them
- Optimize the utilization of team members, vehicles and facilities to provide efficient, effective service
- Prepare annual Service Center budget and insure that proper cost controls are maintained
- Coordinate team performance evaluations and utilize data to allow team to develop improvement plans
- Working in conjunction with the Customer Service Department, develop and implement customer service and community relations programs
- Work in conjunction with the Human Resources Department to formulate training programs and assist in team member training as appropriate
- Encourage team members to participate in processes and committees (Total Quality Commitment, Quality of Work Life, Four R's) that address their work-related concerns. Team members should also be encouraged to become involved in Community activities that enhance the presence of MTA
- Work within authorized budget constraints
- Perform other duties as assigned

EDUCATION PREREQUISITE:

- Bachelor's degree, preferably in Business, Public Administration, Transportation Management or a related field and at least three (3) years of supervisory experience
OR
- Associate's degree and five (5) years of supervisory experience
OR
- An equivalent combination of education and experience

MINIMUM ACCEPTABLE JOB PERFORMANCE STANDARDS

- Maintain consistent and effective communications, both written and oral, to insure effective management relationships.
- Maintain a professional attitude and establish good rapport and working relationships with subordinates, supervisors, other MTA employees, passengers and the public.
- Meet reasonable employee expectations regarding their personal and job-related needs.
- Communicate, adhere to and reinforce all applicable MTA policies and procedures to insure effective and efficient work flow.
- Use sound judgment and employee relations principles when instructing, directing and evaluating employee issues on behalf of the MTA.
- Provide timely and reasonable response to issues raised by the employee, management and/or the general public.
- Maintain accurate records and files related to all Service Center activities and tasks.
- Plan, organize, communicate and coordinate the work of others.
- Analyze and assess operations from the standpoint of management controls, systems and procedures.
- Identify opportunities to enhance and improve service delivery, operational efficiency and organizational capacity.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Typical of an office environment

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Typical of an office environment

SALARY

Determined by Education and Experience of Applicant

APPLICATION SUBMITTAL

Applications will be accepted until the position is filled. Applications are available at www.mtaflint.org. Submit resumes and application to jobs@mtaflint.org. MTA is an equal opportunity employer!

This 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 and requirements of the job change