

POSITION: Transit Director
STATUS: Full-time
REPORTS TO: SEAT Board of Trustees
FAIR LABOR STANDARDS: Exempt/Unclassified Civil Service

SUMMARY The primary purpose of the Transit Director is to manage a two-county transportation system to meet the needs of the citizens and visitors of Muskingum and Guernsey Counties who desire transportation services. The Transit Director works under the administrative direction of the SEAT Board of Trustees and the Ohio Department of Transportation, Office of Public Transit to supervise and oversee the business and operations that include organizing, directing, developing, planning, implementing, and monitoring all aspects of the transportation services provided by SEAT. The Transit Director performs other duties as may be required to fulfill the responsibilities of the position.

RESPONSIBILITIES

Administrative

- Provides the leadership required to make SEAT's mission, vision, and strategic plan a reality.
- Writes, amends, and administers policies and procedures to ensure compliance with established statutes and requirements of regulatory agencies, including but not limited to the Ohio Department of Transportation.
- Hires employees to meet the mission of SEAT. Counsels, rewards, disciplines, and terminates employees as necessary and approved by the Board of Trustees.
- Evaluates performance of SEAT department managers and supervisors. Involved in performance evaluations of drivers, dispatchers, maintenance, and office personnel when necessary.
- Is responsible for all reporting relative to the federal, state and local requirements.
- Reviews monthly agendas and reports for SEAT Board of Trustees meetings with other SEAT personnel.
- Negotiates and prepares agreements for transit services with social service agencies, other public agencies, and special route requests.
 - Revises contracts and adds new contracts as needed.
 - Maintains correspondence and inquires concerning contracts.
 - Invoices agencies for services rendered.
 - Monitor services and contract rates to assure fully allocated costs of services are received.
- Provides orientation packages for new board members and informs the SEAT Board of Trustees of training opportunities available to them.
- Maintains official record of grants, contracts, memoranda of understandings, correspondence, Title VI Complaint Record, coordination and advisory activities.

Planning

- Assesses unmet transit needs and creates plans for satisfying those needs.

- Plans and establishes long and short-term goals and objectives for service, service modifications, rate structures, revenue, eligibility guidelines, personnel and vehicle requirements. Is responsible for attainment of goals and objectives.
- Reviews transportation activities, costs, operations, fleet management and insurance, and forecast information to determine progress toward goals and objectives.
- Develops, implements and maintains a marketing plan.

Financial

- General knowledge of budgeting concepts and grant writing.
- Develops cost allocation plan for SEAT.
- Develops the annual budget for the SEAT Board of Trustees and the ODOT Office of Transit.
- Monitors budget expenditures and recommends appropriate actions to assure that established budgets are followed and/or amended when appropriate.
- Monitors the accounting procedures and reporting processes, making changes as required to streamline data sharing.
- Negotiates, administers, and monitors contracts with agencies and providers.
- Writes and submits appropriate grant applications for funding of operations, vehicles, and facility and equipment acquisitions. Assures reports required by funding sources are completed and submitted in a timely manner.
- Administers sold advertising program.
- Oversees sold maintenance activities.

Operations

- Makes decisions that fulfill contingency/ emergency duties with the assistance of the SEAT staff and in coordination with the Muskingum and Guernsey Counties EMA.
- Reviews accidents and incidents reports as submitted by the Operations Manager according to established policies and procedures.
- Supports Operations Manager in customer service investigative duties, and works with contract agencies to ensure customer satisfaction.

Public Relations

- Ensures widespread exposure so that agencies and potential passengers are aware of the availability of transportation services. Writes press releases and prepare marketing materials.
- Advocates for transportation services throughout the SEAT service area.
- Makes professional and effective presentations to local officials, governing board, civic organizations, the media, and the public in general.
- Builds and maintains strong relationships with local officials and agency directors.
- Monitors customer service and satisfaction through use of audits and feedback mechanisms.
- Has primary responsibility for providing information to the public and public officials in crisis situations that may arise.

General

- Possesses a positive commitment and a passion for the mission and vision of the SEAT Board of Trustees.
- Adheres to policies and standards as adopted by SEAT, contract agencies, and other governmental bodies as appropriate.
- Maintains professional ethics in keeping with the confidentiality of information and material accessed.
- Performs other duties as assigned by the SEAT Board of Trustees.
- Maintains appearance of the office, vehicles, and own appearance in such a manner as to enhance the prestige and dignity of SEAT.
- Represents SEAT to the public in a positive manner.
- Maintains a cooperative relationship with co-workers, agencies, and administration.
- May be required to lift, carry, move and secure wheelchairs and passengers.
- Assists passengers who exhibit behaviors that could result in physical injury and/or exposure to blood-borne pathogens.
- Attends professional development workshops, seminars and conferences.
- Subscribes to industry publications and listservs to stay informed of trends and current events in the field that are appropriate for a transportation provider of SEAT's size.

QUALIFICATIONS

Education and Training

- Bachelor's Degree in Public Administration, Finance, Management, or related field is preferred.
- Minimum five years experience in management, budgeting, public administration, or related transportation field.
- A demonstrated knowledge of the required duties of the position.

General Requirements

- Must pass (test negative) pre-employment drug and alcohol test.
- Must pass criminal background check.
- May not be listed on the Ohio Abuser Registry.
- To operate a SEAT vehicle, must possess Ohio Driver License and have clean Motor Vehicle Record.
- Must be fit for duty.
- May be required to work flexible schedule.
- May be required to drive personal vehicle for SEAT business.
- Is subject to inside environmental conditions.
- Require vision (which may be corrected) to read small print.
- May be required to attend periodic evening meetings and/or to travel within and out of the two counties to attend meetings.

Skills, Knowledge and Personal Characteristics

- Ability to resolve conflicts, counsel employees, build morale and create community relationships.
- Ability to communicate with others both orally and in writing.
- Evaluate situations and make objective decisions.
- Enforce rules and regulations with fairness and impartiality.
- Excellent data processing and basic accounting skills. Software skills in accounting, spreadsheet use, and word-processing a must.
- Proactive and creative. Ability to define problems and draw valid conclusions.
- Ability to handle sensitive contacts with public and governmental agencies.
- Ability to initiate and complete projects.