

**PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA)**  
**POSITION DESCRIPTION**

**Position Title:** Assistant Operations Manager    **Category:** Safety-Sensitive  
**Department:** Operations    **Revision Date:** 05/11/09  
**FLSA Status:** Exempt    **Pay:** Salary/E4    **Reports to:** Operations Manager

**JOB RESPONSIBILITIES** (Performs other related duties as assigned.)

This position is responsible for assisting the Operations Manager in managing the daily operations of PARTA service provision. Performs all duties of the Operations Manager in his/her absence. Performs work safely; follows safety work rules, guidelines and procedures and exercises maximum care and good judgment to prevent injury and accidents from occurring.

**ESSENTIAL FUNCTIONS OF THE POSITION**

Train and manage operations office staff on a day to day basis. Manage driving staff to ensure a consistent and available work force. Coordinate vehicle usage and driver routes to meet transportation needs and respond to unusual or emergency situations. Maintain knowledge of documentation needs, report writing, and assist in the preparation of the monthly Operations Report.

Respond sensitively to customer complaints, delays, accidents, equipment breakdown, and other operating problems. Maintain communications with organizations for which PARTA provides transportation.

Troubleshoot vehicle problems. Coordinate with Maintenance Department to ensure vehicle availability for preventative maintenance.

Maintain working knowledge of all transit operations. Participate in a program of cross-training staff.

**OTHER DUTIES AND RESPONSIBILITIES**

Maintain Commercial Drivers License and be able to operate any PARTA vehicle. Participate in PARTA's cross-training program. Meet goals and objectives as set out in performance review as well as other assigned duties.

**QUALIFICATIONS**

High school diploma or equivalent and three to five years experience in public transportation service operations, or equivalent combination of education and experience. Experience in supervision and management. Excellent oral and written communication skills. Computer and word processing skills. Ability to interact effectively with customers, outside agencies and companies. Hours are approximately 40 hours per week. Must be flexible in work shift.

Knowledge of: administrative principles and practices including goal setting and goal implementation; techniques of effective time management; correct English usage,

including spelling, grammar, punctuation and vocabulary; modern office methods, procedures, equipment and standard clerical techniques; record keeping, report preparation, filing methods and records management techniques.

Skill in: operation of listed tools and equipment.

Ability to: use spreadsheet and select job specific software; operate radio equipment; routinely handle multiple priorities and projects as directed; define problems, collect data, establish facts, and draw valid conclusions so as to resolve problems; keep clear and accurate records and reports; perform basic arithmetic, including addition, subtraction, multiplication, and division; read and interpret documents such as safety rules, operations and maintenance instructions and procedure manuals; deal with a variety of concrete variables in situations where significant standardization exists; interpret a variety of instructions in written, oral, diagram, or schedule form; use a computer terminal to accurately and rapidly enter and retrieve data and information; demonstrate initiative and independent judgment.

### **LICENSURE OR CERTIFICATION REQUIREMENTS**

- A) Valid State of Ohio Driver's License with no more than two points required at time of hire.
- B) Successful completion of previous employment verification and criminal background investigation.
- C) Successful completion of post-offer Department of Transportation (DOT) medical examination including drug screen prior to hire is required. In addition, the employee must continue to meet driver fitness standards, as determined by periodic DOT medical examination.
- D) Successful completion of requirements to obtain Class B Commercial Driver's License with passenger endorsement within six (6) months of hire is required.

### **TOOLS AND EQUIPMENT USED**

Operates tools and equipment including but not limited to: personal computer and related hardware and software, including word processing, spreadsheet, geographic information system, transit operations and communication software; and data management software; PDA, scanner and other related office technology; typewriter, 10-key calculator; telephone; cellular phone; copy machine; fax machine; audio/visual equipment and related components.

### **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.

In accordance with the U.S. Department of Labor Physical Demands Strength Rating, this is considered Light-Work – exerting up to 20 pounds of force occasionally, and/or up to

10 pounds of force frequently, and/or a negligible amount of force to constantly move objects.

#### **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.

The working environment involves exposure to conditions generally found in an office setting, in addition to conditions associated with operating buses and other motor vehicles.

#### **ADDITIONAL INFORMATION**

The employee will be subject to random drug and alcohol testing throughout their period of employment and is required to comply with the employer's Drug and Alcohol Policy.

Selection shall be based on ability to meet those job qualifications specified in the job description. This shall be determined from information received through the job application, resume, interview and references and may include job-related testing. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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 and requirements of the job change.

**PARTA** has established the goal of 100 percent drug and alcohol free workplace. Applicants will be required to undergo pre-employment drug testing and may be subject to further urine and alcohol testing throughout their period of employment.

“**PARTA** does not discriminate in provision of services or employment because of handicap/disability, race, color, creed, national origin, sex or age.”