JOB DESCRIPTION

PROGRAM: **School & Community Transportation Program**

JOB TITLE: **Transportation Director**

PAY GRADE: **EM-5**

JOB SUMMARY

The STEP Transportation Director provides quality, effective, and efficient leadership, initiative, creativity, system design and analysis, program management, and budgetary control over a regionalized transportation system that addresses the needs of both transportation customers and partner agencies. The Transportation Director is responsible for the day-to-day administration and overall programmatic operation of a school and community transportation system for consumers of Lycoming and Clinton counties. Develops and maintains collaborative relationships with key community leaders to further transportation development. Develops and maintains collaborative relationships with appropriate partnering agencies operating within the regional transportation system. The Transportation Director is also responsible for building and maintaining significant program partnerships and collaborations with appropriate STEP programs. The Transportation Director ensures safe, efficient, user-friendly, and cost-effective transportation service delivery. These responsibilities involve leadership, program planning, services evaluation and continuous quality improvement processes, and the development and mobilization of resources and assets for program operation. Directly leads services within an outcome-driven transportation system that is provided through multiple facilities in the two-county customer service area to an eight-county service region. Utilizes a best-practices strategy to facilitate and implement continuous quality improvement within transportation services. Organizes service priorities to maximize positive impacts and job seeker outcome achievements. Ensures attainment of contracted customer outcomes. Responsible for special projects and the development of grant applications for continued funding.

SUPERVISORY RELATIONSHIPS:

SUPERVISES: Assistant Transportation Director, Shared-Ride Driver Manager, Fleet Manager, and Lead Eligibility & Data Entry Specialist

REPORTS TO: Chief Operations Officer

ESSENTIAL QUALIFICATIONS

- ❒ Bachelor's degree in business management, administration, or related field;
- ❒ Five years of work experience with transportation sponsorship eligibilities;
- ❒ Two years of successful supervisory experience; and,
- ❒ Experience which demonstrates technological competence, including the ability to understand, capitalize upon, and enhance information systems within the framework of a complex computer network utilizing common word processing, electronic messaging, spreadsheet, and database software.

SPECIAL JOB REQUIREMENTS

- ❒ Upon conditional offer of employment, the individual shall submit to a pre-employment substance abuse test in which the results are confirmed negative; and,
- ❒ As part of ongoing employment, complies with all federal and agency alcohol and substance abuse policies and regulations that apply to safety-sensitive positions, including required substance abuse testing and reporting.

GENERAL REQUIREMENTS

- ❒ Valid driver's license and reliable transportation available on a daily basis with adequate insurance coverage;
- ❒ Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check prior to hire; and Motor Vehicle Record check;
- ❒ Recognizing and Reporting Child Abuse training completed within 90 days of hire;
- ❒ Clear speaking voice and the mental and physical ability to perform essential job functions with or without any health restrictions, including the ability to sit for long periods of time, stand, climb stairs and carry up to twenty pounds unassisted, have unrestricted use of the upper body, finger dexterity, and corrected or uncorrected hearing and vision within normal ranges;
- ❒ Works nontraditional work hours, as assigned; and,
- ❒ Participates in job-related training, as assigned.

SPECIFIC DUTIES

- ❖ Develops and refines overall design of transportation services, including preparation of transportation grant application;
- ❖ Ensures the efficient and safe delivery of shared-ride, Medical Assistance and school transportation services to Program customers; works in collaboration with Head Start personnel to ensure the appropriate delivery of service to preschool children and their families; works with area school districts and treatment facilities to transport children with special needs and/or disabilities;
- ❖ Leads in exploring and implementing program sustainability initiatives; responsible to continually monitor program's fiscal climate and creates and initiates new methods and processes to streamline efficiencies and increase revenue;
- ❖ Prepares operating and capital equipment proposals to various funding sources to maintain, develop, and improve Program services and fleet for review and submission by STEP administrative staff;
- ❖ Develops and directs Quality Assurance process, including trip verifications and mileage verifications for out-of-area trips;
- ❖ Collaborates with Head Start to coordinate budgets and expenses and to develop and utilize fiscal procedures which allocate appropriate Head Start costs in line with Head Start budget;
- ❖ Designs and implements an infrastructure that encompasses the goals of the School and Community Transportation Program;
- ❖ Plans and directs the effective use of the Ecolane Transportation Operating system for transportation scheduling and for utilization in performance reporting;
- ❖ Acts as agency representative to organizations such as the Pennsylvania Paratransit Association (PPTA); the Williamsport Area Transit Study (WATS) Committee, and the SEDA Council of Governments (SEDA-COG) Planning Organization;
- ❖ Directs all program personnel activities to attain and maintain a positive work environment and positive employee morale; manages employee hiring, orientation, training, supervision, discipline, and evaluation; conducts regular staff meetings to inform staff of policy and procedure changes, receive feedback from staff, and promote positive Program communication;
- ❖ Directs and works with supervisory transportation team members to ensure that all performance standards, required outcomes, and all other requirements are met and exceeded;
- ❖ Analyzes systems in place for continual refinement and improvement;
- ❖ Leverages other resources for participation in the provision of transportation services;
- ❖ Oversees the development and implementation of procedures that are consistent throughout

the program; formalizes these Program policies and procedures into a manual;
- ❖ Schedules and provides leadership at regional meetings;
- ❖ Provides energetic and creative leadership to program staff to provide a dynamic transportation program;
- ❖ Ensures accountability of staff to program goals, outcomes, and customer satisfaction;
- ❖ Acts as a liaison to local elected officials to ensure continued transportation funding and coordinated transportation services;
- ❖ Develops budgets in coordination with STEP's fiscal staff;
- ❖ Provides a coordination and unity between the fiscal and programmatic responsibilities of all contracts and agreements;
- ❖ Ensures that all required reporting is timely and accurate;
- ❖ Analyzes all programmatic and fiscal reporting monthly to ensure their synchronicity and that all programmatic and spending timetables and requirements are being met;
- ❖ Anticipates and identifies needed appropriate information management systems and procedures;
- ❖ Organizes, oversees, and ensures documentation of an efficient and effective preventative maintenance program for a large fleet of vehicles;
- ❖ Administers and monitors state-designed Capital Planning tool for maintaining inventory and for coordination with Capital Planning Grants;
- ❖ Pursues appropriate capital acquisitions to further Program objectives;
- ❖ Administers capital equipment acquisition processes for all Program funding streams; completes paperwork required in equipment acquisition process for all Program funding streams;
- ❖ Meets with partnering agencies and subcontractors to enhance the transportation system's efficiency and fosters positive communication among all parties;
- ❖ Maintains fiscal controls, approves and disapproves expenditures, processes invoices for payment, and processes payroll-related information to ensure attainment of revenue and expense objectives; works cooperatively with STEP Administration to invoice funding streams for expense reimbursement;
- ❖ Prepares program reports, correspondence, and directives, as required or assigned;
- ❖ Oversees the implementation of a system for identifying and tracking a fixed asset inventory pertaining to transportation funding streams;
- ❖ Researches all available sources of additional funding and other resources; diligently pursues these resources in coordination with STEP Administrative team;
- ❖ Oversees the development and implementation of the marketing of the transportation system and its services that encompasses all service areas;
- ❖ Develops and maintains professional and collaborative relationships with all appropriate leaders such as county commissioners, human service agencies, and economic development officials;
- ❖ Represents STEP at local, state, and federal meetings, as appropriate;
- ❖ Develops and maintains positive relationships with Program customers at all levels;
- ❖ Develops and maintains cooperative working relationships with various community resources for networking, advocacy, and public relations; promotes service utilization through public speaking engagements, advertising, and other public relation strategies;
- ❖ Develops and maintains a cooperative working relationship with other STEP staff and programs;
- ❖ Complies with all federal and agency alcohol and substance abuse policies and regulations which apply to safety-sensitive positions, including required substance abuse testing and

reporting;
- ❖ When necessary, performs in an on-call capacity; and,
- ❖ Performs related work as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
  - Effective customer service principles;
  - Geographic area served;
  - Transportation and planning policies and procedures;
  - Pertinent laws and regulations related to the Americans with Disabilities Act, and their implementation in relation to this program;
  - Needs and characteristics of the School and Community Transportation Program customers and resources to meet these needs;
  - Commonwealth's shared-ride and Medical Assistance Transportation Programs, including related regulations;
  - Pennsylvania School Bus Driving Regulations;
  - Head Start program and its services;
  - State & federal traffic safety laws and regulations associated with the operation of fleet vehicles;
  - Basic fiscal and programmatic principles and policies;
  - Management principles and practices, including program administration and personnel management and supervision;
  - Trends, practices, procedures, and regulations regarding public transportation systems;
  - Application and uses of technology for information management and communication systems to meet program needs; and,
  - Microsoft Office Suite, including but not limited to Microsoft Word, Excel, Access, Power Point, and Publisher components.
- ❖ Skill in the following:
  - Strong analytical and problem-solving skills;
  - Writing, editing, and communicating, including knowledge of English grammar, spelling, and punctuation as they would relate to the production of reports, work plans, press releases, grants, and other operational documents, as well as their use in communicating with a variety of individuals and groups;
  - Using a keyboard and personal computer;
  - Developing and negotiating contracts;
  - Speaking, listening, and interviewing;
  - Building and maintaining collaborations; and,
  - Marketing, including public relations, communications media development, and public speaking.
- ❖ Ability to perform the following:
  - Plan and supervise the work of program staff; provide supervision, technical assistance, and guidance;
  - Analyze and evaluate the effectiveness of transportation services, including routes for the purpose of customer service and program planning and development;
  - Communicate effectively in writing and speaking; communicate effectively with individuals and large groups;

- Soundly interpret and apply program regulations and procedures;
- Comprehend program goals and objectives, and develop sound operational procedures based on the evaluation of customer needs;
- Provide input in the design and refinement of databases used to support the Program;
- Be creative, resourceful, and flexible;
- Establish effective, collaborative partnerships with people from varied social, economic, and educational backgrounds;
- Collect, organize, analyze, and process information quickly and efficiently;
- Identify and meet goals, objectives, outcomes, and timelines within broad parameters, and work independently of direct supervision;
- Take initiative and exercise independent judgment;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers, and the general public;
- Develop and maintain public relations strategies to convey information to agencies, businesses, and the general public; ability to plan, develop, and deliver various public relations, promotional, and informational presentations and/or campaigns in assorted media formats;
- Develop and implement administrative procedures and operations, and evaluate their efficiency and effectiveness;
- Anticipate and identify appropriate data management system needs;
- Direct and work in a fast-paced environment;
- Prioritize complex and sometimes conflicting issues; and,
- Maintain confidentiality at all times.