Auburn University Job Description

Job Title: Mgr, Transit Services
Job Code: EA35
FLSA status: Exempt

Job Summary
Manages the day to day operations of the University's transit services operations.

Essential Functions
1. Determines, develops, and executes the strategic vision for the University Transit Services operations.
2. Manages and directs the day-to-day activities of the Tiger Transit team and the transit vendor which includes supervision, safety, scheduling, and customer satisfaction.
3. Develops and executes the annually budget and policy development for the vendor operations, special university transit requirements and departmental operations.
4. Provides reports to the Assistant Vice President for Auxiliary Services on the transit vendor’s performance.
5. Plans, identifies, selects, and implements new technologies that would be beneficial to the department and the University.
6. Develops and implements changes to the Transit System.
7. Resolves customer issues and acts as a liaison with various campus organizations concerning transit issues.
9. Assists in special transit requirements of the University such as "Game Day" charters.
10. Develops and executes a Customer Relationship Management Program through the utilization of existing technologies.

Supervisory Responsibility
Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.
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Minimum Required Education and Experience

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<th>Education</th>
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<th>Focus of Education/Experience</th>
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<tr>
<td></td>
<td>Four-year college degree</td>
<td>Degree in Management, Operations Management or related degree</td>
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| Experience (yrs.) | 5 | Experience in supervision and operations management. |

Substitutions allowed for Education:
Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:
When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge
Knowledge of state and federal transportation regulations.

Certification or Licensure Requirements
Valid Driver's License and Commercial Driver's License (CDL) required.

Physical Requirements/ADA
Regularly involves lifting, bending or other physical exertion. Often exposed to one or more elements such as heat, cold, noise, dust, dirt, chemicals, etc., with one often to the point of being objectionable. Injuries may require professional treatment.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires standing, walking, reaching, climbing or balancing, talking, hearing, handling objects with hands, and lifting up to 50 pounds.

Job occasionally requires sitting, stooping/kneeling/crouching/crawling, .

Vision requirements: Ability to see information in print and/or electronically.

Date: 1/15/2014