
Auburn University Job Description

Job Title: **Mgr, Transit Operations**

Grade TR13 \$40,400 - \$64,600

Job Code: **EA35**

FLSA status: Exempt

Job Family: Transportation

Job Summary

Reporting to the Associate Director of Transportation Services, the Manager of Transit Operations supervises and coordinates transit activities and operations including the management of transit staff. Ensures work quality and adherence to established federal, state, and local regulations regarding operations and safety policies and procedures. Provides highly responsible and complex staff assistance to the Associate Director of Transportation Services.

Essential Functions

1. Assists in the development of the strategic vision for the University Transit Services operations which includes the day-to-day operations as well as special service routes and charter operations of the transit vendor, employee shuttle, and jAUnt Mobility Golf Cart service.
2. Manages the day-to-day activities of the Tiger Transit team and the transit vendor to include supervision, safety, scheduling, and customer satisfaction.
3. Provides reports to the Associate Director of Transportation Services on the transit vendor's daily and weekly performance.
4. Reviews with the Associate Director of Transportation any incidents reported by the Tiger Transit team or by riders and helps to establish procedures to correct incidents, if appropriate. Works with the transit vendor in resolving customer issues and acts as a liaison with various campus organizations concerning transit issues.
5. Assists in implementing changes to the Transit system.
6. Reviews with the transit employees any changes in routes required due to construction or other activity occurring on the campus or in the city.
7. Schedules and manages Tiger Transit personnel in the operation of shuttle services, charter services, and game day operations.
8. Ensures issues affecting major operations are communicated to the Tiger Transit office and to the transit vendor.
9. Collaborates with various departments on campus to coordinate charter services utilizing any of the available transportation areas and works with the transit vendor for charters that involve the use of vendor equipment.
10. Performs other related duties as assigned.

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

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Some college; vocational or Associate's Degree	Degree in Management, Operations Management, or related field.
Experience (yrs.)	5	Experience supervising, overseeing, or operating a public and/or private transit system.

Substitutions allowed for Education:

When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of local, state, and federal transportation regulations.

Knowledge of vendor management operations, practices, and techniques.

Certification or Licensure Requirements

Driver's License and Commercial Driver's License (CDL) required.

Pre-Employment Screening Requirements

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: 12/15/2022
