

SEVT Job Description

Position Title: Operations Manager Rockingham and Brattleboro Locations

Reports To: Chief Operations Officer

Brief Description: To oversee the driving, safety, and training responsibilities of the division. Maintain Rockingham facility and Brattleboro satellite facilities to ensure smooth operations. To work with mechanics and drivers to ensure fleet is maintained and kept properly cleaned.

Specific Responsibilities:

Recruit, hire, terminate, support, and train all drivers as needed.

Ensure our clients are receiving the best service possible by maintaining a safe and clean fleet and a dedicated staff of drivers, who uphold our company image through professionalism, timeliness, and professional appearance.

Provide support for drivers including training, daily communication, annual performance reviews, covering a shift if no other driver is available, or any other task or duty to support them. Be available during non-office hours for driver and vehicles emergencies.

Recruit drivers by working with bus companies, previous staff, newspaper advertising, social media, etc.

Handle all driver complaints, matters of discipline, morale, etc. Execute and enforce company policies and promote a constructive, positive working atmosphere.

Be the Safety Officer for the division and conduct training programs for safety, company policies, driver's education, and any/all other types of training necessary per company, state and federal guidelines. Ensure that all safety requirements in the maintenance facility, and on the vehicles are enforced.

Work directly with Wilmington Operations manager and Program Manager to share drivers within budgeted hours. Complete weekly driver scheduling. Approve weekly driver timesheets.

Maintain Vehicle assignment board daily for all vehicles, including demand response.

Fuel vehicles, wash buses, move vehicles for repairs, etc. as needed or in the absence of other staff.

Become certified as an instructor for PASS and Smith Training, and other programs as necessary.

Be responsible for subcontracting or assigning staff for the maintenance of the building, parking areas, and grounds in coordination with COO.

Oversee the fueling, cleaning and signage of vehicles by the driving staff on a daily basis to ensure that the buses are cleaned and look professional before each shift.

Maintain fuel inventory and logs.

Work with management on the integration and operation of new routes and services, and be the operating liaison with other transit operators and appropriate regulatory agencies, etc.

Attend company, local, regional and state meetings related to transit issues, and network with peers whenever possible.

Maintain a Class B CDL and passenger certifications, as well as a safe driving record. Stay informed with all state and federal licensing, drug testing and operations requirements.

Manage and maintain records for the divisions or company's drug and alcohol testing programs as a DER.

Assist with dispatching, office responsibilities or other duties/responsibilities as deemed necessary by the COO, SEVT CEO, or Board of Directors.