

SEMCCAC

Job Description

Employee: _____

Job Title: Operations Manager
Department: Transportation
Reports To: Transportation Director
Grade: 11
FLSA Status: Exempt
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Approved By: Pat Georgens | Jeff Rogness
Approved Date: 7/23/13, 5/11/18, 11/10/2025

SUMMARY

The Operations Manager supports the Transportation Director in ensuring the safe, efficient, and customer-focused delivery of Semcac Transportation services. This position oversees day-to-day operational activities, staff supervision, service quality, compliance, and data-driven performance improvements. The Operations Manager promotes a culture of safety, teamwork, accountability, and innovation while maintaining compliance with all federal, state, and agency regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Agency and Community Representation

- Represents Semcac Transportation and the Semcac agency to promote excellent public relations, customer service, and community partnerships.
- Builds and maintains strong working relationships with local government agencies, community organizations, and other transit providers.

Operational Oversight

- Manages daily transit operations to ensure on-time performance, service reliability, and compliance with established standards.
- Evaluates routes, schedules, and vehicle utilization to maximize efficiency and meet community needs.
- Oversees correction of operational deficiencies, reinforces adherence to established procedures, and reports findings to the Transportation Director.
- Responds to and resolves client and staff complaints promptly and professionally.

Leadership and Personnel Management

- Recruits, trains, supervises, and evaluates transportation staff, ensuring proper documentation in coordination with the Compliance Manager and Director.
- Fosters a positive workplace culture emphasizing teamwork, accountability, and continuous improvement.
- Assists with ongoing staff development and safety training programs in partnership with the Compliance Officer.
- Supports staff in achieving operational goals while maintaining professional and respectful workplace relationships.
- Maintain strict confidentiality regarding passenger, staff, and agency information

Fiscal and Administrative Management

- In the absence of the Transportation Director, authorizes and codes general purchases, maintenance, and repair expenses in accordance with budgetary limits and agency policy.
- Oversees billing processes, fare collection, revenue deposits, and statistical reporting.
- Participates in annual budget preparation and financial forecasting.
- Monitors cost efficiency and recommends operational or procedural adjustments as needed.

Compliance and Quality Assurance

- Ensures all operations comply with local, state, and federal transportation regulations, including FTA and MnDOT requirements.
- Tracks and monitors Hours of Service (HOS) for all Transportation Operators and dispatch staff.
- Provides backup support for the Compliance Manager to maintain required records, certifications, and reporting standards.
- Assists with internal audits and implements corrective actions as directed by the Transportation Director.

Technology, Data, and Program Development

- Researches and develops opportunities for growth in technology, service delivery, and interagency coordination.
- Monitors operational data to assess service performance, error rates, trip coordination effectiveness, and MnDOT monthly reporting.
- Implements performance improvement plans and process innovations under the direction of the Transportation Director.
- Supports the implementation and use of scheduling, dispatch, and fleet management systems.

Community Outreach and Communication

- Promotes public awareness of transportation programs through outreach events, presentations, and media engagement.
- Participates in community meetings, advisory boards, and special events to strengthen public trust and support.
- Prepares and provides regular **Board of Directors reports** summarizing key operational metrics, accomplishments, challenges, and upcoming initiatives.
- Ensures consistent and effective **communication with the Fiscal Department** and other internal departments to maintain transparency and coordination in financial, operational, and administrative processes.

- Collaborates with agency program managers to align transportation services with overall organizational goals and community needs.
- Represent Semcac Transportation and the Semcac agency by promoting excellent customer service and positive public relations

Strategic and Special Projects

- Assists the Transportation Director with strategic planning initiatives, grant-related projects, and system expansion efforts.
 - Performs other duties as assigned or required to support the mission of Semcac Transportation.
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SUPERVISORY RESPONSIBILITIES

Assists in overseeing employees within the Transportation Services Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; evaluating performance; and addressing employee concerns in partnership with the Transportation Director.

QUALIFICATIONS & SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The ideal candidate will demonstrate strong leadership and communication skills with the ability to analyze operations, identify opportunities for improvement, and implement effective solutions. A solid understanding of public transit systems and related programs such as the Volunteer Driver Program (VDP) and Specialized Transportation Services (STS) regulations and service standards is preferred. Proficiency in computer-based software and applications, including database management, internet navigation, and Microsoft Office products such as Word, Excel, and SharePoint, is required. The candidate should be able to compile, analyze, and interpret operational data for reporting, budgeting, and performance review purposes. Excellent organizational and time management skills are essential, along with the ability to prepare clear reports, presentations, and correspondence. A commitment to safety, teamwork, and high-quality customer service is fundamental to success in this role, as is the ability to work collaboratively with internal departments, external partners, and community stakeholders to support efficient transportation operations.

EDUCATION AND/OR EXPERIENCE

The position requires an Associate degree (two-year) in Transportation Management, Business Administration, or a related field, with a Bachelor's degree preferred. Candidates should have three to five years of related experience in transportation operations, logistics, or public transit management, or a combination of education and experience that demonstrates the knowledge and skills necessary to perform the essential duties of the role.

LANGUAGE SKILLS

Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Must communicate effectively and professionally, both orally and in writing.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as fractions, percentages, ratios, and proportions applied to practical operational and budgetary situations.

ACCOUNTABILITY

The employee in this position is accountable to the Transportation Director and must actively participate in professional development opportunities as requested or available.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Ability to read, analyze, and interpret Semcac Transportation policies, procedures, performance standards, and applicable DOT regulations.

CERTIFICATES, LICENSES, AND REGISTRATIONS

A valid driver's license and reliable transportation are required for this position. The preferred candidate will possess a Class C or higher Commercial Driver's License (CDL) with a Passenger (P) endorsement, or be willing to obtain one within six months of hire.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit and use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, reach with hands and arms, climb, balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

