

## **General Manager Duties**

- Provides general guidance to lead employees focusing on operations and customer service
- Provides strategic planning and direction to the operations, responsible for the budget, safety and risk
- Manages contract compliance and client relationships
- May involve labor relations, union procedures and negotiations
- Develops and manages the operational budget
- Investigates, makes and administers decisions up to and including terminations
- Has responsibility for scheduling, performance evaluation, and staffing responsibilities for the facility
- Monitor compliance with State and Federal regulations, and the Collective Bargaining Agreement.
- Investigates accidents, unusual occurrences, and complaints for the purpose of filing appropriate reports
- Responsible for security of collected, exposed revenue.
- Provides administration of third party drug and alcohol testing.
- Generate accurate operational records for the purpose of reporting and analysis.
- Coordinates with maintenance to ensure efficient bus allocation to meet revenue service requirements.
- Performs in the field spot checks on driver, safety, driving skills and customer service skills
- Processes passenger complaints and initiates corrective actions designed to improve customer relations and services
- Initiates investigations into causes of accidents, interviews operators concerned to determine responsibility
- Communicates job requirements and responsibilities to drivers
- Oversee driver training and safety courses; trains new drivers and retrains those involved in accidents
- Observes drivers on the road, and corrects safety problems on the scene while documenting violations
- Evaluates and monitors driver safety and performance, and compliance

## **Operations Manager/Lead Dispatcher Duties**

- Provide “hands on” assistance and information to customers
- Dispatches replacement buses/operators
- Supervise and instruct bus operators with regard to safety, service, and scheduling
- Ensure schedule compliance.
- Assure that all routes are covered utilizing appropriate vehicles, personnel, equipment
- Perform day-to-day dispatch services from the LTA offices
- Directly supervises bus operators addressing complaints and resolving problems
- Assigns transportation services and maintains check out logs
- Maintains attendance log for operators and other appropriate staff
- Assigns vehicles giving consideration to preventive maintenance schedules and capacity needs
- Maintains communication with operators, providing customer information & directional assistance
- Monitors operators and trip status, making adjustments as necessary to ensure on time performance
- Maintains scheduling and performance data in the event of real-time operations.
- Documents accurately and appropriately daily events related to service
- Communicates effectively with operations staff regarding scheduling or passenger issues
- Maintains professional demeanor and appearance
- Handle multiple tasks accurately and effectively in a fast paced environment
- Ensures that staff is adequately trained and understands and executes on safety and security standards
- Ensures compliance with all company, client, and DOT regulations, policies, and procedures
- Ensures that safety related record keeping and reporting requirements are met and maintained