

**POSITION DESCRIPTION**  
**Director, Operations**

**Summary:** Supports executive leadership by managing day-to-day operations of the organization. Implements operational policies, objectives and initiatives. Ensures relevant strategic objectives are achieved. Evaluates, manages and minimizes operational risk. Ensures compliance with relevant standards and regulations.

**Reports to:** Executive Director

**FLSA Category:** Exempt

**Supervisory Responsibility:** Directly supervises five (5) or more exempt and non-exempt functional area supervisors and staff.

**Primary Responsibilities:**

Develops and implements policies and plans to meet contractual obligations for service delivery. Evaluates client and community needs on an ongoing basis, while optimizing opportunities for organizational growth. Ensures all relevant obligations are met or exceeded. Develops and proposes new or amended policies and practices as appropriate.

Directs and oversees staff, ensuring all receive appropriate orientation and training to deliver high-quality service. Monitors and evaluates performance and professional development, as well as compliance with contractual, legal and other requirements. Focuses on professional development to create pipeline of fully trained and motivated team members.

Maintains knowledge of current community partner needs, industry regulations and requirements, focusing on transportation industry and customer service-related technologies. Keeps executive leadership abreast of key information. Ensures organization is compliant with all applicable regulations regarding operations, staff, vehicle and programmatic certifications. Serves as the organization's primary compliance, safety and risk management officer. Achieves or exceeds all related goals. Leads Safety Committee.

Establishes and maintains effective relationships with community partners, local transportation providers, relevant government agencies and vendors. Participates in contract negotiations and other partnerships as needed. Proposes and initiates new relationships that may enhance organizational business opportunities.

Plans, prepares, and manages operational budgets. Analyzes relevant revenue, expenses and variances; provides data to, and works directly with, the finance function needed to prepare forecasts. Ensures efficient and accurate performance against revenue and expense goals.

Serves as liaison to Board of Directors and assigned committees. Actively participates in board and committee meetings. Keeps Executive Director updated on organizational activities to ensure s/he is prepared for board communications.

Performs all other duties as assigned.

## Minimum Qualifications

High school diploma or equivalent required. College degree highly desirable. Major in business management or nonprofit management strongly preferred.

Minimum five (5) years' experience managing the operational function(s) of an organization with an annual operating budget of at least \$3 million, having progressively increasing responsibilities including management of staff. Must include hands-on experience with operational and strategic planning, as well as budget planning and management. Experience being accountable for safety and risk management goals highly desirable.

Must demonstrate proven track record of achieving measurable objectives, as well as proven history managing subordinates against measurable objectives.

Must demonstrate ability to understand and interpret federal, state and local rules and regulations pertaining to transit operations and other business functions.

Must demonstrate effective organizational and analytical skills, with ability to prioritize quickly and with agility.

Must demonstrate basic proficiency with Microsoft Office, database and human resource management applications. Must demonstrate ability to learn transit-related and customer service software applications.

Must demonstrate effective communication, relationship-building and negotiating skills. Experience with contract negotiations highly desirable. Experience developing and delivering training programs a plus.

*All final candidates will be subject to a criminal background check and drug/alcohol screening prior to hire.*

*Senior Transportation Connection is an EEO Employer*

*All final candidates will be subject to a criminal background check, credit check, and drug/alcohol screening prior to hire.*

### To Apply:

Interested applicants should send a **resume with cover letter** to [HR@RideSTC.org](mailto:HR@RideSTC.org)  
Be sure to reference **how you heard about** the opening and your **salary requirements**.

Resumes must be received by May 17, 2024.