



JOB DESCRIPTION

Position: Transportation Director
Department: Para-Transit/Transportation Department
Reports to: Administrator
FLSA Status: Full-Time, Exempt

Rich Township is one of 30 townships in Cook County, Illinois and serves 10 municipalities including: Country Club Hills, Flossmoor, Hazel Crest, Homewood, Matteson, Olympia Fields, Park Forest, Richton Park, Tinley Park, and University Park.

Position: Under the general direction of the Administrator, the Director is responsible for providing quality transportation leadership fostering safe, secure, reliable, comfortable, convenient, and efficient transit services. Oversees all fixed route and directly operated transportation functions.

Responsibilities:

- Provide quality leadership and oversee, direct, and monitor the activities of transportation staff including drivers and dispatchers.
- Conduct annual performance appraisals. Maintains accurate employee records including job performance, attendance, training, contact information, injuries, incidents, and accidents.
- Accurately and timely oversee, maintain, and manage operator attendance, and schedules.
- Responsible for developing quality make-up of driver assignments and route descriptions for annual job bids.
- Oversee daily driver assignments to ensure all service is filled. Timely and accurately oversee and maintain driver schedules including driver qualifications for both vehicle size and route and coordinate information with the transportation department. Assist in the development of driver's daily assignments for bid process and review assignments to improve efficiency and effectiveness.
- Lead for quality daily assigning vehicles to routes based on driver qualifications, ridership, and ability of vehicles to safely traverse routing.
- Effectively plan and supervise the day-to-day transportation activities of the Transportation Staff including attendance, schedule and performance monitoring and evaluation.
- Develop, conduct, record and manage quality operator (fixed route and directly operated paratransit) training programs including compliance, safety, security, new operator orientation, route qualification and remedial. Safety and security include passenger, operator, and programs such as, suspicious packages and bus evacuation.
- Develop and implement processes for identifying driver training needs with a completion plan that includes timelines. Training includes classroom, onboard and online. Compliance

training Rich Township's policies and procedures, Americans with Disabilities Act Amendments Act, Driver Courtesy and Commercial Driver's License preparation and vehicle operation.

- Maintain training files for each employee.
- Develop, conduct, and record quality quarterly operator safety meetings.
- Provide exceptional customer service responding to and resolving inquiries from the public including schedule, routing and stops for both fixed route and shared ride.
- Monitor and assist in quality development and dissemination of transportation policies and procedures.
- Timely and accurately oversee, develop, compile, and analyze statistical data for key transportation measurements.
- Timely disseminate information to the dispatcher on delays, interruptions, incidents, and unplanned events that impact service delivery
- Lead for quality daily monitoring and responding timely to radio and other communication devices for on-road issues and oversee resolutions. Assist operators and troubleshoots.
- Provide quality assistance adhering to Rich Township's policies and procedures in operator hiring including conducting interviews, complete summary report and make employment recommendations.
- Responsible for safe evacuation of staff in emergencies.
- Performs all functions safely, securely, timely and accurately and complies with all applicable policies, procedures, laws, and regulations.
- Required to comply and stay abreast with all PACE federal, state, local and federal transit administration laws, regulations, directives, and best practices related to job functions and responsibilities.
- As part of Rich Township's management team actively participates in decision making processes and supports the township's vision, mission, core values and strategic goals.
- Periodically reviews own work and make recommendations for improvements.
- Annually establishes and achieves goals and objectives.
- Required to consistently meet or exceed divisional, departmental, and organizational goals and objectives.
- Participates in long and short range planning.
- Provides leadership to develop and retain highly competent staff.
- Attend meetings and training sessions as required.
- Performs other duties as assigned by the Administrator.

Education, Experience & Qualifications:

- Bachelor's Degree in public administration public policy, social work, or related field required.
- An advanced degree in public administration law, engineering, or related field preferred.
- Knowledge and experience with PACE paratransit is a plus
- A minimum of five (5) years of operations experience in transportation. Transit industry experience preferred.
- Must possess a valid Driver's License, CDL preferred.

- Ability to establish and maintain effective work relationships.
- Five (5) years prior supervisory experience required.
- Excellent oral and written communication skills required.
- Proficiency with Microsoft Office programs required.
- Knowledge of and experience in implementing transit operations policies and procedures in a transit agency is preferred.
- Demonstrated ability to prepare and maintain accurate records and reports.
- Ability to provide excellent customer service
- Ability to exercise sound judgement
- Ability to perform multiple tasks and manage multiple responsibilities concurrently
- Must possess general knowledge of standard transit operations practices and procedures and ability to utilize common maintenance and office equipment, including personal computers.
- Prior fundraising experience required.

Salary: Commensurate with experience. Rich Township offers a comprehensive benefits package, health plan options, group life and long-term disability insurance, paid time off, and much more.

Working conditions: The physical demands, work environment factors and mental functions described in this job description are representative of those necessary to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position as required under Federal and State law.

To apply: Send resume, cover letter and the names and contact information for two professional references to: pal-amin@richtownship.org. Put the phrase “Transportation Director” in the subject line of the e-mail. No phone calls please. Position will remain open until filled.

Rich Township is firmly committed to creating a diverse workplace and is proud to provide equal employment opportunities to all applicants and therefore does not discriminate on the basis of creed, color, national origin, sex, gender identity, sexual orientation, age, religion, marital or parental status, alienage, disability, political affiliation or belief, military or military discharge status, or ex-offender status.