



Position: VA Manager
Reports to: Operations Manager
Location: Chicago, IL
Industry: Transportation-Public-Paratransit

Position Qualification

Must possess a comprehensive knowledge of the structure, mission and operational aspects of paratransit operations. Should have at least five years of related professional experience, including three years of supervisory or administrative experience. A college degree is preferred, but a combination of education and experience relating to this position is acceptable. The individual must have strong interpersonal, writing, analytical skills and management skills. An ability to establish credibility at all levels within the organization is essential. Must be results-oriented with strong organizational and planning skills. An ability to handle several diverse projects simultaneously is necessary.

Position Summary

The primary responsibility of the Manager is to plan, organize, coordinate and oversee the scheduling, staffing and execution of all VA/RTA/private operations and the timely booking and dispatching of all routes and customer pick-ups for each day's business. The execution of this responsibility is achieved through the direct management of the efforts of Subordinates and the proper use of management tools and systems developed to achieve those goals.

Position Responsibilities

1. Develop practices, procedures and strategies that produce an efficient, effective and safe paratransit operation in strict conformance with SCR policy and procedures.
2. Conducts meetings with supervisors and subordinates on a regular basis to review and discuss operating concerns, while developing comprehensive work plans for, and provide direction and guidance to, staff to assure the timely completion of work and reports.
3. Supervise the operations organizational structure to support the scheduling, routing and dispatching of all Customer Pick ups in compliance with the contractual agreements.
4. Maintain and report performance to budget as it relates to operating expenses. Play an active role in the development, implementation and execution of annual operating budget.
5. Arbitrates disagreements between company personnel to ensure the highest degree of employee satisfaction and goodwill.
6. Identify and investigate employee's performance issues to determine the cause and corrective action to be implemented, while overseeing the counseling, disciplining and termination recommendation of the same based on company procedures.

7. Works closely with the operations group to ensure that company assets are being optimized.
8. Reviews departmental reports to follows-up, as appropriate, and consolidate for management reporting.
9. Consolidates departmental reports that provide a weekly summarization and analysis of operational performance for the previous week.
10. Briefs operations management on exceptional activities of the day.

Position Objective:

- Monitor and maintain operating expenses at or below budget.
- Achieves on-time performance of ninety-seven (97) percent or better of the pick-ups within (15) minutes of the scheduled time.
- Provides services that equals or exceeds ? passenger Pick-ups per revenue hour on week days. (to be determined)
- Measures and improves non-revenue driver hours and overtime reduction.
- Ensures that CAF responses are complete and returned to VA/RTA within 24 hours of receipt.
- Monitor to ensure that VA/RTA A/I Reports are completed properly and submitted to VA/RTA within 24 hours of the occurrence.
- Improves driver retention and productivity by ten (10) percent each quarter.
- Monitor to ensure that daily trip editing is performed accurately and timely, resulting in zero records found on all error reports.

Key Tasks

- Through the department supervisors, directs and coordinates the activities of workers engaged in providing medical transportation to the health care, ADA and para transit communities.
- Maintains and ensure daily trips goals and quotas are met.
- Improves dispatch performance and productivity.

- Improves management reporting
- Assists in all functions of department as needed.

Management Reports

Daily- to the Operation Manager

- Previous day On Time Performance/Trip Count
- Previous day Missed Trips
- Previous day Driver Productivity
- Operations labor hour- Reg/OT
- Driver/vehicle issues
- Accidents/Incidents

Weekly (for the previous week)- to the operations Manager

- Operating Wages to Budget
- Variance Report (explains missed targets in budgeting, productivity, performance)