

Employee Position Description

Title: Operations Manager

Operations Department

Reports To: President and Chief Operating Officer

Qualifications:

Must possess a comprehensive knowledge of the structure, mission and operational aspects of passenger ground transportation 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:

Monitors and coordinates the day-to-day transportation operations of the drivers', dispatch, order processing and transportation departments to ensure effective and efficient transportation to customers.

Duties and Responsibilities:

1. Monitors and evaluates the operations of the Driver, Dispatch, Order Processing and Transportation Departments.
2. Interviews and recommends personnel for hire.
3. Counsels personnel.
4. Disciplines personnel based on company policies and procedures.
5. Terminates personnel. (after discussions with CEO/COO)
6. Arbitrates disagreements between company personnel to ensure the highest degree of employee satisfaction and goodwill.
7. Conducts meetings with supervisors on a regular basis to review and discuss operating concerns.
8. Works closely with all managers/supervisors of other departments to ensure comprehensive results.
9. Reviews and evaluates the performance indicators necessary to determine proper allocation of manpower.

10. Monitors call intake process to improve service.
11. Monitors and evaluates driver selection, retention and productivity activities.
12. Monitors driver training to ensure that training acquisition of knowledge and skill or ability development.
13. Monitors dispatch performance to assure the addressing of service in a timely manner.
14. Monitors dispatch performance to assure to ensure equal trip distribution and improved driver morale.
15. Conducts frequent vehicle checks to assure that the fleet is clean and at a 90 percent availability.
16. Monitors that transportation department to assure that PMIs are being performed in a timely manner.
17. Provides recommendations to senior management to improve service.
18. Reviews departmental reports to follows-up, as appropriate.
19. Provides written reports on a weekly basis that analyzes and summarizes operational performance.
20. Reviews and follows-up, as necessary, on accident/incident reports.
21. Briefs senior management on exceptional activities of the day.
22. Represents company in meetings and contacts with customers and vendors.
23. Attends Open Houses and other special events, as required.
24. Performs other duties and responsibilities as assigned.

The duties and responsibilities outlined above are general guidelines for this position and should not be interpreted by any employee as the only duties for this position. Management reserves the right to assign additional duties and responsibilities relevant to the position as it deems necessary.