



Bus Operations Manager

Position Opening: Durham, NC. GoTriangle (formally Triangle Transit) the regional public transportation organization for Wake, Durham and Orange counties seeks a Bus Operations Manager. This position is responsible for managing the day to day functions of GoTriangle's regional bus operations. Serves as the direct manager for Dispatchers, Supervisors and Fixed Route Bus Operators.

Duties include (but not limited to):

- Planning, managing, and leading the coordination of daily transit system functions and staff. Assuming delegated responsibility in the absence of the Director of Bus Operations.
- Performing supervisory responsibilities which include establishing goals for subordinate employees with a defined process for analyzing results.
- Working with emergency response agencies having jurisdiction over the communities and operating environment, through which GoTriangle operates. This includes coordinating emergency drills, simulations, training, and table-top exercises.
- Developing the Bus Operations budget; monitoring and controlling expenditures.
- Developing and supervising methods for dispatching vehicles and operators in such a way as to maximize cost-effectiveness and system productivity.
- Routinely gathering, tabulating, and analyzing transit data.
- Ensuring that all planned route and special events services are provided. Remaining on call during and providing planning for critical service periods, such as in the event of a major traffic delay and adverse weather conditions.
- Creating and monitoring scheduled time tables for published bus service schedules; creating run sheet and operator runs pertaining to hours per day, hours per week, spread time within the day and other specifications used in operations;
- Coordinating with GoTriangle's Transit Planning staff to formulate, establish and promulgate schedules, time points, routes, headways, transfer points and other related activities related to new or existing service changes.
- Directing investigations to verify and resolve customer or motorist complaints.
- Coordinating with the safety and training department to ensure all safety goals and directives are met.
- Assisting in accident/incident investigation, including any needed on-site assistance and support to safety and training personnel.
- Interviewing, selecting, coaching, training, managing, and appraising the performance of fixed route personnel.

- Working closely with the maintenance department on bus operations related matters.
- Performing other duties as required by the Director of Bus Operations.

This position requires a Bachelor's Degree from an accredited four year college or university accompanied with four years' experience at a supervisory level in a public transportation organization. The successful candidate demonstrates the ability to effectively delegate tasks and provide appropriate supervision and follow up to department staff. Demonstrated knowledge of public transportation operations and services, federal and state programs, grant administration and financial management and budgeting are essential to this role. A thorough understanding of relevant government, OSHA, and public transportation policies and procedures are crucial. The incumbent must have the ability to develop program objectives and work independently on several program objectives at once. He or she possesses a working understanding of Trapeze scheduling software. Strong interpersonal skills are required to effectively communicate with government officials, staff, and the general public. Strong oral and written communication skills and a working understanding of PCs including the Microsoft Office packages are expected to be successful. Must be able to report to work during Adverse Weather conditions. The salary range is \$57,199-106,953 and a comprehensive benefits package with relocation is offered.

To apply: Qualified candidates can email cover letter and resumes to jobs@gotriangle.org

We are an Equal Opportunity Employer. No phone calls or 3rd party solicitations, please.