

## **Job Description**

### **Reports to:**

President/CEO and/or Deputy Director

**FLSA Status:** Regular, full-time position; exempt from overtime -Salaried

### **Summary:**

Provides leadership and oversight to the Delmarva Community Transit, Inc (DCT), personally or through subordinate personnel, to ensure community transportation needs are identified and met, the highest level of customer service is consistently provided, and optimal safety levels are maintained, within budget constraints.

### **Essential Duties and Responsibilities:**

- Plans, implements, directs, and oversees all functions and resources of the department to achieve strategic objectives in an efficient and effective manner.
- Stays within budget, maximizing the use of all funding sources within grant limitations, while controlling costs and managing cash flow; actively seeks additional funding sources.
- Implements agency policies, procedures, and develops practices to support effective operations, employee productivity and morale within the division.
- Oversees the reporting process to ensure timely and accurate reports to a variety of audiences, both within and outside of the organization.
- Analyzes the needs of the community, identifies and tracks trends, reviews statistics and opportunities and communicates information appropriately.
- Develops strategic partnerships and contacts with community representatives, external agencies, funding sources and other organizations and entities to support agency's operations.
- Represents DCT at meetings, conferences, planning sessions, etc. both within and outside of the agency.
- Ensures operations conform with all applicable local, state, and federal regulations and guidelines.
- Maintains professional knowledge and expertise through such means as attending seminars, reviewing professional publications, and participating in professional organizations.
- This position directly supervises Deputy Transit Director, Route Supervisor, Mobility Outreach Manager, Fleet Manager, Transportation Grants Specialist, and others in the event of a vacant position. This position is responsible for overall direction, coordination, and evaluation of these departments/positions. Responsibilities include interviewing and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## DCS TRANSIT DIRECTOR

- Maintain all aspects of driver DQF files.
- Assists HR Manager with quarterly random FTA drug testing of drivers.
- Reviews and monitors time keeping of transportation staff. Ensures all transportation staff are using the phone to clock in per company policy unless otherwise approved.
- Ability to lead discussions with, and make presentations to, all size groups.
- Effective communication skills, both oral and written.
- Other job duties as assigned.

### **Work Hours:**

Monday-Friday 7am-4pm -Based on the needs of the agency.

### **Qualifications / Skills:**

#### Language Skills

- Very high skills – Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to management, public groups, and/or board of directors.

#### Mathematical Skills

- Intermediate skills – Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Experience in developing, if needed, monitoring, and controlling budgets.

#### Reasoning Ability

- Very high skills – Ability to solve practical problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

#### Computer Skills

- Internet, word processing, and spreadsheet software and other required DCT software

### **Education, Experience, and Licensing Requirements:**

- BA in Social Sciences or Public/Business Administration OR 3 years as a Director or Manager in Transportation
- Knowledge of Department of Transportation regulations
- Knowledge of HR processes

### **Conditions of Employment:**

- At least 21 years of age
- Pass State/Federal criminal history background check.
- Negative results on pre-employment and random drug/alcohol tests
- Must maintain valid CDL driver's license with no more than 4 points.

**COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Intellectual**

- Analytical  
Uses intuition and experience to complement data. Design's workflows and procedures. Documents all steps in procedures.
- Design  
Generates creative solutions. Demonstrates attention to detail.
- Problem Solving  
Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative solutions. Uses reason even when dealing with emotional topics.
- Project Management  
Develops project plans. Coordinates projects. Communicates changes and progress. Complete projects on time and within budget.
- Technical Skills  
Shares expertise with others

**Interpersonal**

- Customer Service  
Manages difficult or emotional customer situations. Responds promptly to customer needs. Meets commitments.
- Interpersonal Skills  
Focuses on solving conflict, not blaming. Maintains confidentiality. Listens to others without interrupting. Keeps emotions under control. Remains open to others' ideas and tries new things.
- Oral Communication  
Speaks clearly and persuasively in positive or negative situations. Listens and gets clarification. Responds well to questions. Demonstrates group presentation skills. Participates in meetings.
- Written Communication  
Writes clearly and informatively. Edits work for spelling and grammar. Varies writing style to meet needs. Presents numerical data effectively. Able to read and interpret written information.
- Teamwork  
Balances team and individual responsibilities. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Supports everyone's efforts to succeed.

**Leadership**

- Visionary Leadership  
Inspires respect and trust. Provides vision and inspiration to peers and subordinates.
- Change Management  
Develops workable implementation plans. Communicates changes effectively. Builds commitment and overcomes resistance. Prepares and supports those affected by change. Monitor's transition and evaluates results.
- Delegation  
Delegates work assignments. Matches the responsibility to the person. Gives authority to work independently. Sets expectations and monitors delegated activities.
- Leadership

Exhibits confidence in self and others. Inspires and motivates others to perform well. Accepts feedback from others. Gives appropriate recognition to others.

- **Managing People**

Includes staff in planning, decision-making, facilitating and process improvement. Makes self-available to staff. Develops subordinates' skills and encourage growth. Improves processes, products, and services.

- **Quality Management**

Looks for ways to improve and promote quality. Demonstrates accuracy and thoroughness.

### **Organization**

- **Business Acumen**

Understands business implications of decisions. Demonstrates knowledge of market and competition.

- **Cost Consciousness**

Works within approved budget. Develops and implements cost saving measures. Conserves organization resources.

- **Diversity**

Demonstrates knowledge of EEO Policy. Shows respect and sensitivity for cultural differences. Promotes a harassment-free environment. Builds a diverse workforce.

- **Ethics**

Treats people with respect. Keeps commitments. Inspires the trust of others. Works with integrity and ethically. Upholds organizational values.

- **Organizational Support**

Follows policies and procedures. Completes administrative tasks correctly and on time. Supports organization's goals and values. Benefits organization through outside activities. Supports affirmative action and respects diversity.

- **Strategic Thinking**

Develops strategies to achieve organizational goals. Understands organization's strengths & weaknesses. Adapts strategy to changing conditions.

### **Self-Management**

- **Judgement**

Displays willingness to make decisions. Exhibits sound and accurate judgement. Supports and explains reasoning for decisions. Includes appropriate people in decision-making process. Makes timely decisions.

- **Motivation**

Demonstrates persistence and overcomes obstacles. Takes calculated risks to accomplish goals.

- **Planning/Organizing**

Prioritizes and plans work activities. Uses time efficiently. Plans for additional resources. Sets goals and objectives. Organizes or schedules other people and their tasks. Develops realistic action plans.

- **Professionalism**

Approaches others in a tactful manner. Reacts well under pressure. Treats others with respect and consideration regardless of their status or position. Accepts responsibility for own actions. Follows through on commitments.

- **Quality**

Demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality. Applies feedback to improve performance.

- Quantity

Completes work in timely manner.

- Safety and Security

Observes safety and security procedures. Determines appropriate action beyond guidelines. Reports potentially unsafe conditions. Uses equipment and materials properly.

- Adaptability

Adapts to changes in the work environment. Manages competing demands. Change’s approach or method to best fit the situation. Able to deal with frequent change, delays, or unexpected events.

- Attendance/Punctuality

Is consistently at work and on time. Ensures work responsibilities are covered when absent. Arrives at meetings and appointments on time.

- Dependability

Takes responsibility for own actions. Keeps commitments. Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

**WORKING CONDITIONS AND PHYSICAL DEMANDS:**

The environmental factors described here are representative of those that may be present in the workplace while the employee performs the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is required to:

- Stand; walk; use hands to finger, handle, grasp or feel. **-frequently**
- Reach with hands and arms; push and pull up to 50 lbs., and talk, hear and smell. **-frequently**
- Stoop, kneel, or crouch. **-frequently**
- Sitting and/or standing. **-frequently**
- Lift and/or move up to **50** pounds. **-frequently**
- Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus. **- frequently**
- Employee will be exposed to odors, dust, fumes, and noise. **-frequently**
- Employee will be exposed to outside environmental conditions. **-frequently**
- Climbing stairs. **-frequently**
- Travel may be required. **-frequently**
- Employee must be able to receive, understand, and communicate verbal and written instruction and communicate in the English language.

Employees Signature \_\_\_\_\_ Date\_\_\_\_\_