

HUMBOLDT SENIOR RESOURCE CENTER Job Description

JOB TITLE: Transportation Manager
DEPARTMENT: Transportation
REPORTS TO: Director of Operations
FLSA STATUS: Exempt/Salary
APPROVED: December 2021

JOB SUMMARY: Oversees and manages transportation services. Responsible for direct supervision of team members as well as vehicle safety and maintenance. Complies with regulations related to programs and transportation.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Develops and oversees transportation services for the agency's various programs and multiple locations, supervising delivery of transportation services by team members.
2. Supports and assists with the planning and development of transportation services as they relate to the department and the agency as a whole.
3. Analyzes department needs and makes recommendations to the Director of Operations. Develops plans for the department to meet the agency's strategic initiatives, as well as participant and community needs.
4. Develops goals and objectives for the department and employees. Inspires, motivates, and develops team members to reach personal, team, and organizational goals.
5. Facilitates ongoing communication, collection of feedback, and problem resolution to develop improvement of transportation services.
6. Acts as a member of the agency's management team and collaborates to develop and coordinate services and outreach for the agency's various programs. Fulfills agency committee assignments as requested.
7. Coordinates with agency programs and applicable service providers to identify transportation needs and achieve goals of participant plans of care and ensure that the care team receives up to date information regarding participant status.
8. Supports and assists with the planning and oversight of department funding including assistance with identifying grant and funding opportunities and collaborating in the preparation, submission, and tracking of grant applications.
9. Implements and manages department budgets. Monitors revenues and expenditures, reports variances, and recommends adjustments to the Director of Operations, as needed. Plans and budgets for fleet growth.
10. Develops, implements, monitors, and updates operational policies and procedures for the department that ensure efficient, safe, and compliant department operations.
11. Keeps abreast of all applicable policies and regulations and ensures compliance. Attends pertinent trainings, conferences, etc., as appropriate.
12. Keeps abreast of laws and regulations related to the department, communicating and training employees, as applicable.
13. Recruits, interviews, hires, trains, supervises, coaches, develops, disciplines, and evaluates employees.
14. Develops and implements department training plans and schedules. Ensures that team members complete agency training assignments, as applicable.

15. Collects, tabulates, and analyzes program data. Implements corrective actions as necessary. Prepares and submits program reports as required.
16. Creates and implements efficiencies, metrics, and reporting that will support services, funding, and data-driven decision-making.
17. Develops and implements outreach plans and strategies. Negotiates and prepares contracts with vendors and service partners.
18. Develops strong relationships with other agencies, community groups, and businesses to support collaborative services. Represents the department in networking with community organizations, media, and public presentations.
19. Attends community-based transportation meetings, representing the agency and coordinating contracted transportation services, as applicable.
20. Works with the California Highway Patrol (CHP), CalTrans, and other applicable entities with regard to vehicle operation and maintenance. Maintains compliance with transportation related regulations.
21. Oversees maintenance of all agency vehicles, ensuring operability and regular inspection.
22. Oversees the transportation scheduling system. Updates and modifies routes as needed for optimal efficiency.
23. Monitors effectiveness of transportation services. Ensures proper documentation of incidents involving safety, agency vehicles, missed or incorrect deliveries, and other relevant concerns.
24. Works directly with the Director of Operations regarding day-to-day issues and needs.
25. Develops and maintains accurate and compliant transportation and delivery documentation. Ensures data integrity through regular audits. Utilizes data for quality improvement and in support of implementing transportation initiatives.
26. Performs all duties of a Driver or Transportation Coordinator, as needed.
27. Serves as a supervisor to student interns and volunteers working within the professional discipline and program area. Participates actively in their training as a guide, teacher, and mentor.
28. Performs other duties as assigned.

EDUCATION &/or EXPERIENCE:

- Required:
 - High school diploma or GED equivalent.
 - Associate's degree with emphasis in communications, business administration, or other related discipline.
 - Three (3) years of experience in logistics, transportation, program management, or a similar field.
 - Two (2) years of management experience, preferably in transportation, public health, or a similar field.
 - One (1) year experience working with a frail or elderly population.

- Preferred:
 - Bachelor's degree with emphasis in communications, business administration, or other related discipline.
 - One (1) year of experience working in a health care setting.
 - Knowledge of Department of Transportation Safety Regulations and FMCSA Compliance.

LICENSES OR CERTIFICATES:

1. Valid California Driver's License. Must have a personal vehicle in good driving/operating condition, insured for State minimum liability requirements, and that can be used for the applicable job functions noted above.
2. Current CPR and First Aid certification within six (6) months of hire.

PRE-SCREENING REQUIREMENTS:

1. Requires clearance of a DOJ and FBI criminal history background check, pre-employment physical, and PPD skin test.
2. Requires Motor Vehicle Report verification.

JOB SKILLS:

1. Ability to develop and manage services within a multi-service, community-based nonprofit agency.
2. Ability to promote participant rights, including dignity, self-determination, safety, confidentiality, and access to care.
3. Ability to act with integrity, professionalism, and confidentiality.
4. Possess strong leadership, managerial, and administrative knowledge, skills, and abilities.
5. Possess strong interpersonal skills and ability to collaborate with others while maintaining effective work relationships.
6. Ability to communicate effectively with others in verbal and written form, and with tact and diplomacy.
7. Ability to manage teams and coach employees through complex and difficult issues.
8. Ability to train and delegate responsibilities among employees.
9. Ability to interpret and comply with policy, program requirements, regulations, and contracts.
10. Ability to negotiate contracts with attention to detail and with regard for regulatory compliance.
11. Ability to develop and manage a budget, evaluate spending needs, and conduct cost-benefit analysis.
12. Ability to understand and manage basic vehicle maintenance and ensure the safe and skilled operation of vehicles by employees.
13. Ability to exercise mature judgement, learn quickly, and remain flexible while working in a constantly changing environment.
14. Ability to be dependable, follow instructions, respond to direction, and improve performance through feedback.
15. Ability to be self-directed and work independently with limited supervision.
16. Ability to manage time effectively and adapt to changing priorities and workload.
17. Possess critical thinking skills and the ability to use good judgment.
18. Ability to be resourceful and take initiative to identify issues, solve problems, and improve current practices.
19. Possess attention to detail and ability to maintain a high-quality of work.
20. Possess basic recordkeeping skills and ability to maintain accurate files and records.
21. Ability to research, collect, and analyze information and data.
22. Ability to understand and incorporate detailed requirements into action plans and implement them.
23. Ability to prepare comprehensive reports, forms, correspondence, and other written materials.
24. Ability to represent the agency professionally and effectively in meetings with internal and external stakeholders and to participate in outreach and fundraising efforts.

25. Strong basic computer skills and knowledge of Microsoft Office Suite (Word, Outlook, and Excel applications). Ability to use and maintain database software programs.

SUPERVISORY REQUIREMENTS:

1. This position directly supervises the department's Drivers and Dispatchers.

PHYSICAL REQUIREMENTS:

1. Physical abilities sufficient to move between different staff work areas, communicate with co-workers and the public, operate a computer, produce reports, talk on the telephone, and travel to other agency worksites.

ANALYSIS OF PHYSICAL DEMANDS:

Key (Based on typical week): **N**=Never; **R**=Rarely (Less than 1 hour per week); **O**=Occasional (1%-33% of time); **F**=Frequent (34%-66% of time); **C**=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
<i>Lifting/Carrying</i>						<i>Twisting/Turning</i>					
Under 10 lbs.				X		Reach over shoulder			X		
11-20 lbs.				X		Reach over head			X		
21-50 lbs.				X		Reach outward			X		
51-100 lbs.		X				Climb			X		
Over 100 lbs.		X				Crawl			X		
						Kneel			X		
<i>Pushing/Pulling</i>						Squat			X		
Under 10 lbs.				X		Sit				X	
11-20 lbs.				X		Walk-Normal Surfaces				X	
21-50 lbs.			X			Walk-Uneven Surfaces		X			
51-100 lbs.			X			Walk-Slippery Surfaces		X			
Over 100 lbs.		X				Stand				X	
<i>Other</i>						<i>Driving</i>			X		
Keyboard/Ten Key				X							
Fingering (Fine dexterity)				X							
Handling (grasping, holding)			X								
Repetitive Motion-Hands			X								
Repetitive Motion-Foot		X									

The above statements are intended to describe the general nature of work performed. They are not to be considered an exhaustive list of all job tasks performed. The agency reserves the right to change job descriptions, work hours or work sites as required by the program.

The Humboldt Senior Resource Center is a private, non-profit, multi-purpose senior center providing a continuum of social and health related services. The agency currently holds contracts with the California Department of Aging and Area One Agency on Aging.

The Humboldt Senior Resource Center is an equal opportunity employer. We will not unlawfully discriminate against qualified applicants or employees with respect to any terms or conditions of employment based on race, color, national origin, ancestry, sex, sexual orientation, age, religion, physical or mental disability, medical condition, pregnancy, breastfeeding, gender identity, marital status, citizenship status, military or veteran status, genetic information, or other basis protected by applicable Federal or State law.

Employee Signature

Date