



Tri-CAP's Transit Connection provides safe, dependable, affordable and courteous transportation services for the general public in rural Benton, Morrison, Sherburne, and Stearns Counties.

Operations Manager- Safety & Training Wanted

We are looking for an enthusiastic and caring individual who is organized, committed to excellent customer service, teamwork and can manage a busy workload with a calm demeanor and positive attitude.

Primary responsibilities for this **full-time position** include:

- *Training & supervision of Lead Drivers in assigned transit sites.
- *Develop & implement training plans for Transportation department staff.
- *Develop & maintain procedures for driver qualifications, DOT physical requirements, training and recertifications, ensuring compliance with state and federal regulations (e.g., MNDOT, STS and FTA regulations).
- *Assist in ensuring FTA safety and security plans are up-to-date and administered correctly.
- *Monitor security camera systems on buses. Reviews cameras for safe driving practices, driver performance, consumer complaints, incidents and accidents.
- *Provide back up to Operations Managers and Lead Drivers as necessary.
- *Respond to external customer questions and resolve problems.
- *Develop and monitor a system to ensure proper maintenance of all transit facilities.
- *Build relationships in the community to increase ridership and volunteerism.
- *Evaluate service delivery, assesses equipment, routes, and schedules for deficiencies and make effective plans and recommendations to improve service delivery.



Starting wage is \$22.19 per hour, plus benefits.

Qualifications

- *Bachelor's Degree with two (2) years' of experience in social service setting preferred or a combination of five (5) years' experience and education.
- *Current CDL driver's license with passenger endorsement, or ability to obtain.
- *Two years of supervisory experience.
- *Strong written and verbal communications skills.
- *Proficiency in Microsoft Office Suite and agency software programs.
- *Ability to develop and maintain program budgets.
- *Prior bus driving experience preferred.
- *Ability to pass Minnesota DHS background study, criminal background check and DMV check.
- *Knowledge of the Drug and Alcohol Policy and regulations in order to make reasonable suspicion determinations to recognize signs and symptoms of drug and/or alcohol misuse.
- *Ability to work sensitively with a wide range of passenger needs including developmental disabilities, physical disabilities, memory loss, as well as difficult or uncooperative customers.

To Apply:

For application materials, visit our website: www.tricap.org or email us at hr@tricap.org or you can visit our office for an application. Applications must be received no later than Friday, April 27, 2018.