



Operations Manager, Snoqualmie Valley Transportation

The Mt. Si Senior Center (MSSC) is responsible for the successful operation of Snoqualmie Valley Transportation (SVT). SVT is a non-profit Valley bus company that offers both demand response and fixed route services to the people of the Snoqualmie Valley. The operations manager has the daily responsibility of keeping the company running successfully. Success will be measured by employee satisfaction, safety, sustainability, a well-trained staff, and flawless execution of the routes on a daily basis.

This job requires ingenuity in a can-do, positive business professional who is willing to work hard to create solutions for the riders of the Valley while creating a positive work environment for the staff.

- The position reports directly to the director of SVT
- Direct supervision of staff of six and overall staff of approximately 22
- Budget of \$1.7m per year

Job description includes but is not limited to the following tasks:

Financial

- Understand existing finances and the operational impact on budget
- Approve of expenses and get director's approval as well
- Work with director to create annual budget and help to maintain appropriate records
- Respond to and comply with Technical/Audit requests from WSDOT and KC Metro, Snoqualmie Tribe and FTA
- **Other duties as required**

Human Resources

- Successfully manage staff members to create a positive working environment
- Arbitrate conflicts among staff members in a way that elevates company values
- Create and maintain annual review programs for the employees
- Handle employee relations issues with discretion and fair-mindedness
- Hire for open positions when required ensuring compliance with background checks, driving record checks and drug & alcohol requirements



- Ensure compliance with Mt. Si Senior Center employee handbook, communicating any changes to staff
- Take part in HR services including annual medical benefits reviews, employee relations and investigations, employee reviews, recruitment and hiring
- Conduct SVT staff meetings when needed
- Directly manage office staff members and mentor supervisory staff
- Conduct monthly 1:1s with each direct report
- Oversee Training programs through Safety & Training Coordinator on: CPR/1st Aid/Blood Borne Pathogens, ADA compliance, defensive driving, driver safety, inclement weather driving, etc.
- Ensure that accurate job descriptions are in place for each SVT staff member
- Handle internal investigations and escalate if necessary
- Other duties as required

Ops/Maintenance

- Work with employees to create financially sustainable working systems that benefit the community
- Work to create operational processes to operations staff to ensure that the routes – and their jobs – are kept efficient, cost-effective and sustainable
- Oversee maintenance program for company vehicles
- Oversee training programs
- Oversee monthly statistics creation and report on a timely basis
- Work to maximize services including ridership numbers, rides per hour, rider & driver satisfaction
- Ensure FTA Drug & Alcohol plan compliance
- Create internal documents that are easy to understand and free of jargon
- Attend training on issues as mandated by funders and approved by director
- Maintain KC Metro and WSDOT insurance compliance
- Ensure that annual training records are kept current
- Create and maintain forms for all business uses as required
- WUTC/FTA/KCMT compliance on vehicles
- Other duties as required

Global expectations



- Be of service to other SVT team members, and management by responding respectfully and in a helpful manner to requests for information by email, voice mail or in person in a timely fashion
- Become a positive, motivational communicator as demonstrated by your ability to:
 - Help in assisting with challenges, even under pressure
 - Listen in a way that shows that you care
 - Be open to suggestions and criticism and collaborate to find solutions
- Generate positive, cooperative, and respectful relationships daily that foster feelings of trust and competence in team members
- Recognize that all people have different work styles and actively develop skills for adapting to them in a fluid and flexible manner
- Re-read and spell check all external correspondence and ensure that correspondence appears professional
- Be on time for work and meetings and ensure direct reports do the same
- If not in the office during business hours, follow process for notifying team and company of whereabouts
- Communicate via email, text, in meetings, and face-to-face, with respect and following the existing SVT Values
- Give timely and appropriate feedback to team members and peers – don't wait to communicate
- Ask the Four W's when solving problems:
 1. What happened? *(whenever possible, stick to the issue not the individual)*
 2. What do we need to do right now? *(if action needs to take place immediately, take the action necessary)*
 3. What do we need to do to make sure this doesn't happen again? *(build a system so that the problem doesn't reoccur or, if it does, there is a systematic way of dealing with it)*
 4. Who needs to know? *(staff must be appropriately trained on the new system and the training must be incorporated into the regular training for everyone who might need to know it)*
- Dress appropriately for meetings with outside vendors in business or casual business attire
- Accountable for following defined processes and ensuring direct reports do the same
- Thoroughly learn and follow the SVT processes, making suggestions for streamlining, innovation and enhancement, always keeping sustainability in mind



- Thoroughly understand the tools needed to do your job, independently seeking counsel and advice from experts and other nonprofit in-house training programs to better enable you to work well within the standards expected
- Seek counsel to understand how the company sustainability is attained and be aware of how spending affects it. Work to enhance the company's bottom line.
- Lead and/or participate in company committees/task forces/activities that increase the performance of the company
- Submit all expenses for reimbursement within 10 days of incurring expense
- Ensure compliance with company employee review program including annual reviews
- When the opportunity arises, and if it is within the budget, make sure to buy green products and services
- Keep your area tidy, cleaning up after yourself, and leaving any meeting space as-it-was or better when you leave it
- Champion the development of company training programs and serve as a trainer when appropriate
- Complete at least two training seminars annually that are pertinent to your career
- Develop succession plan and groom, "An heir and a spare"
- Demonstrate company principles and values
- Acknowledge what you don't know and seek advice to increase your understanding
- Be available to help your team members with counsel and advice on a regular basis
- Other duties as assigned

Experience must include:

- 2+ years management of four or more direct reports
- 2+ years transportation operations experience
- Proven ability to work with expenses and income of a company to determine budgets including salaries, benefits and other expenses
- Proven ability to stay calm in a crisis and motivating others to do so
- Ability to build systems that are sustainable and support the business & employees
- Experience performing training for groups and individuals
- Ability to build systems to maintain the confidentiality of business, client and personnel information



- Proven ability to manage email and time efficiently
- Employee relations experience including reporting, documentation and escalation if required
- Experience interviewing, hiring, and termination with proper documentation in place
- Proven ability to lead groups in a constructive and productive way
- Proven ability to create well-written documentation for the purpose of illuminating other parties
- Excellent verbal communications skills in English
- Proven proficiency with Word, Excel and PowerPoint
- Must have own vehicle, clean driving record, pass background check
- Must be able to sit for long periods of time (3+ hours), lift up to 20 pounds, type and use a computer for long periods of time (with accommodation if required)
- Must show proof of eligibility to work legally in the United States on Federal I-9 documentation