



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 and mentoring staff members. Success will be measured by employee satisfaction, low turnover, safety, sustainability, a well-trained staff, and excellent 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 and is exempt from overtime pay
- Direct supervision of staff of six and overall staff of approximately 45
- Budget of \$3.m per year
- Salary DOE

To apply for this position, send resume and cover letter to: abiggs@svtbus.org. You will also be asked to fill out an application that can be downloaded here:

<https://svtbus.org/about-us/careers/>

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, WUTC, 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
- 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 Call Takers and develop schedules for coverage 7 days a week
- 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 compliance by working with HR
- Ensure ADA 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
- Oversee work performed by Training Supervisor and 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