



Position Title: Operations Manager
Classification: Full-time, Exempt
Location: Operations – 8800 Corridor Road, Annapolis-Junction, MD
Reports To: Assistant General Manager (AGM) of Operations
Salary Range: \$65,000 – 75,000 (depending of qualifications)

ABOUT US

The Regional Transportation Agency (RTA) manages and operates public transportation in Anne Arundel County, Howard County, northern Prince George's County, and the City of Laurel. RTA employs 170 administrative and operational staff out of our Annapolis-Junction location. RTA operates 15 fixed-routes and paratransit service throughout the service area.

JOB DESCRIPTION

We are seeking a responsible, organized, and solutions driven person to manage the day-to-day operational activities for the RTA. This person must be well-versed in handling complex situations, both internally and externally, while building a culture of accountability.

KEY RESPONSIBILITIES, INCLUDING, BUT NOT LIMITED TO:

- Demonstrates behaviors that are consistent with standards for professional and ethical conduct.
- Manages the work of Operations Supervisors, and Dispatchers. Including scheduling and handling overtime requests.
- Provides a variety of public transportation information to passengers, the general public and other agencies; provide quality customer service and respond to public inquiries and requests in a courteous manner.
- Investigates accidents, incidents, disputes, and disturbances, in accordance with policy, and in conjunction with the proper authorities; writes various reports regarding all accidents, incidents, disputes, and disturbances.
- Creates and revises processes and procedures for day-to-day operations.
- Mediates personnel issues, writes discipline, and handles complex employee relations issues.
- Drafts correspondence, reports, and compiles miscellaneous data for use for the Assistant General Manager (AGM), and General Manager.

MINIMUM QUALIFICATIONS

- Previous operations management experience in a transit environment.
- High School diploma or GED equivalent. Completion of some college coursework.
- 3-4 years direct supervisory experience and/or Road Supervisor experience in a transit setting.
- Must be able to successfully and efficiently operate a tablet, cellphone, and personal computer.

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- Excellent/expert computer knowledge and skills, specifically in a Windows environment; excellent Microsoft Word, Excel, and Outlook skills are required.
- Ability to communicate (read, speak, write, and understand) clearly in the English language.
- Must maintain CDL w/ air brake & passenger endorsements.
- Ability to work independently and objectively.
- Ability to communicate effectively and work with all departments.
- Ability to work 24 hour/365 day per year operation.

You will exceed our expectations if you possess:

- Undergraduate Degree
- Fluency in Spanish and/or French.

Physical Requirements & Working Conditions:

Incumbent must be able to move about the office and between floors; utilize standard office equipment; access filing system/cabinets; and communicate effectively and efficiently in person or by telephone. Frequently works outside in extreme, hot and/or cold, weather. May sit for over six hours a day. May reach and pull overhead; may climb, bend and kneel. May operate a vehicle for over 6 hours per day. Will use electronic hand-held device (tablet, cell phone, two way-radio). May be exposed to fumes while responding to incidents on the buses. This is not a bargaining unit position.

Must be in a condition to keep and maintain the requirements needed to pass a DOT physical.

Ability to work in a 24 hour/365 day per year operation. This position is considered essential and will be required to work in inclement weather and in emergency situations. Must be able to sit for extended periods of time. Must be able to multi-task while working proactively in a high-stress, and fast-paced environment.

Right to Revise:

This job description is not meant to be all-inclusive, and the company reserves the right to revise this job description as necessary without advance notice.

The duties and expectations herein are intended to describe the general nature and level of work being performed by employees. They are not to be construed, as an exhaustive list of responsibilities, duties, and skills required. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer without notice.

We provide equal employment opportunities to all employees and applicants for employment and prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment.