

MANAGER - TRANSPORTATION SERVICES*

Function of Job:

Under general supervision of designated supervisor, to be responsible for managing bus service operations, including Kari-Van, handicapped transportation, charter service, COAST public routes and campus shuttle, providing economical mass transit services for students, faculty, staff and the general public, as well as coordinating transportation issues and consulting on a campus and community-wide basis.

Characteristic Duties and Responsibilities:

1. Be responsible for hiring, training, supervising and establishing work schedules for full-time public route drivers, trainers, office staff, and student drivers/employees.
2. Be responsible for all budgetary matters concerning transit operations, with full authority for expenditures of monies and forecasting budgetary requirements.
3. Maintain and seek to improve vehicle operation, driver quality and driver instruction programs, insuring compliance to prescribed safety practices, motor vehicle regulations and laws, ICC requirements, and State of Maine motor vehicle regulations (due to transit acrossstate line).
4. Establish safe routes, and determine feasibility of new or altered routes in coordination with campus and community, COAST Board of Directors, Regional Planning Commissions and municipal officials.
5. Be responsible for overseeing training of all new handi-van, shuttle, and bus drivers, including scheduling employees, trainers, and formal state licensing.
6. Oversee the maintenance of records of vehicle operation and cost evaluation for assigned vehicles, to assist in determining charge-out rates for Charter Service and vehicle replacement.
7. Develop and maintain preventive maintenance programs for all assigned vehicles in coordination with appropriate supervisor, and check vehicle repair orders for repair quality control/correct financial assessment.
8. Respond to emergency and unusual conditions involving transit service, charter service and public routes to insure uninterrupted and reliable service.
9. Be responsible for bus service promotion, including advertising, newspaper notices, and projection of favorable image.
10. Perform investigations and complete reports concerning vehicle accidents/complaints; oversee members of comprehensive safety committee to analyze and discuss all accidents, incidents, and driver evaluations with regard to passenger safety and driver responsibility.
11. Inspect vehicles as required to assure compliance to prescribed safety practices/motor vehicle laws; assure that pre-check inspections are performed and driver's daily logs are maintained for each vehicle as required by ICC.
12. Participate in University transportation, handicapped, and shuttle service committees, municipal and regional planning committees, and attend UNH Student Senate meetings, COAST board meetings, and public hearings as needed.
13. Evaluate the service for potential financial weaknesses and undesirable operational trends based on ridership reports, historic financial/performance information and public survey questionnaires.
14. Represent transportation service at various committee meetings to determine the best means of serving handicapped students, faculty, and staff.
15. Be responsible for operation of Campus Shuttle system, including determination with Campus Transit Authority, of the most efficient and productive methods/routes of service, using ridership data.

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16. Work as consultant with UNH Administration, Transportation Committee and Student Body to establish long-range University parking and transportation goals, evaluating new areas of concern to transportation.
17. Provide Defensive Driving Course instruction to staff, University and local community.
18. Be responsible for coordination of campus-wide recycling program.
19. Establish and supervise operation of Visitor Information Center.
20. Perform other related duties as assigned.

Minimum Acceptable Qualifications:

1. Bachelor's degree and four years of related experience or Associate's degree and six years of experience in bus transportation, with at least two years in an administrative capacity, including supervision.
2. Thorough knowledge of state laws governing the operation of motor vehicles.
3. Valid New Hampshire commercial driver's license.
4. Ability to handle emergency situations or unusual circumstances.
5. Public relations skills in dealing with students, staff, faculty and local officials.
6. Certification as Defensive Driving Instructor for 8 hour course and 4 hour refresher course.
7. Familiarity with passenger assistance techniques.

3/11/91

System Approval

3/11/91

Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.

* Revised - original approved 8/7/75, and revised 7/5/78, and 3/12/81 as "Supervisor - Bus Service Operations" and 9/26/88 as "Manager - Bus Service Operations".