



Job Opening at Solid Ground

Job Title: Operations Manager

Department: Transportation

Supervisor: Transportation Director

Status: Exempt

FTE: 1.0

Salary Grade: 33

We believe our community can move beyond poverty and oppression to a place where all people have access to quality housing, nutritious food, equal justice and opportunities to thrive. We are committed to working with compassion, integrity, accountability, creativity and an anti-oppression approach to end homelessness, hunger, inequality and other barriers to social justice. We value collaboration and leadership from the communities we serve. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding institutional racism and building cultural competency.

Job Summary: The Solid Ground Transportation (SGT) Department includes programs that provides services under contract to King County Metro's Accessible Services and Community Transportation Services. The Operations Manager manages the day-to day operations, participates in strategic planning and the delivery of quality transportation services. The position is customer-focused and dedicated to meeting the expectations of internal and external customers. This position motivates others and is responsible to supervising and creating a work space where people want to do their best. This position will manage performance by setting clear goals and expectations. This position is results driven, and has a strong ability to problem solve. The Operations Manager advises the Director of Transportation in areas of responsibility, supervises staff, reviews and takes appropriate action regarding operational transit issues.

Essential Duties, Responsibilities & Tasks:

35% Provide oversight and support to facilitate day-to-day operations, strategic planning, and delivery of services within the Operations of SGT. Advises the Director of Transportation of operational issues and/or concerns and recommends courses of action that impact operations. Participates in the development and implementation of policies. Supervises staff

to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination and disciplinary recommendations. Assume responsibility for SGT operations in the absence of the Director

- 20% Partner with the Safety Trainer and Director to manage and direct the hiring, review, training, evaluation, investigation of transit Operators and Supervisors attendance records, accident and incident reports, customer comments and complaints and other performance indicators. Resolves problems and takes appropriate corrective action to improve transit operations.
- 10% Operates in the field interacting and developing positive rapport with transit Operators and Supervisors and the public to assure safe, courteous, and reliable service. Maintains positive employee relations. Coordinate site evaluations between Operations Supervisors and King County Metro.
- 5% Responsible for assisting Operations Supervisors' response to all accidents, emergency situations, employee conduct and security incidents, natural disasters and severe weather conditions. Assist the Safety Trainer in developing and facilitating Safety meetings.
- 15% Monitor program policies to ensure compliance with all relevant Federal, State, County, METRO, Solid Ground and FCC safety rules, laws, policies and regulations. Assist the Director gathering service performance data and developing systems and procedures to improve and enhance services.
- 10% Represent SGT to the public and at a variety of meetings as necessary. Ensure customer service standards and KPI's are met, investigate and respond to customer concerns as needed. Manages resources ensures expenditures remain within the approved budget. Assists in budget preparation.
- 5% Participate in special projects and committees as assigned. Participate in program, department, and agency meetings and relevant trainings as required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Education & Experience:

Requires one of the following:

- a) Six years of direct experience in the transportation field.
- b) BA degree and four years of direct experience in the transportation field.
- c) Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.

Also requires:

- Three years of experience supervising staff;
- Knowledge of OSHA and WA State labor regulations, and experience working with Collective Bargaining Agreements.
- Experience and knowledge of budgets

Minimum Qualifications:

- Excellent communication skills, both oral and written;
- Ability to maintain confidentiality;
- Demonstrated leadership, initiative and follow through;
- Detail oriented, with strong organizational skills;
- Self-motivated with an ability to prioritize and problem-solve, and handle multiple tasks simultaneously;
- Strong analytical skills with the ability to analyze a complex routing system and make sound recommendations for improvements and efficiencies;
- Demonstrated ability to maintain effective relationships with clients, co-workers and general public, and the ability to lead and motivate staff;
- Ability to step into a leadership role in the absence of the SGT Transportation Director and represent SGT at County, City, Union and general meetings;
- Strong map-reading skills, and general geographic knowledge of King County;
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages;
- Proficient knowledge of computer software (Microsoft Word, Access, Excel, and Outlook);
- Possession of a valid driver's license for at least seven years, vehicle insurance that meets Washington State's minimum guidelines and the ability and willingness to drive; Ability to successfully pass Access Driver Certification
- Ability to pass pre-employment substance abuse test and abide with company Substance Abuse Policy, including random drug testing.

Anti-Racism Initiative (ARI) Expectations:

- Foster discussion and learning among staff to better understand and dismantle institutional racism.
- Abide by and support agency-wide efforts to incorporate anti-racism principles and cultural competency and standards into all hiring processes and performance evaluations.

Physical Demands/Working Conditions: Employees spend 90% of their time working in the office, and 10% of their time in the field. Office time is 50% on the computers, 15% on the phone, and 35% in meetings. Field time is spent on accident investigations, road calls, and site evaluations. Position requires employee to lift/carry 5-10 pounds occasionally and push/pull 10 pounds seldom, 1-5 pounds frequently. Position has the ability to sit/stand as needed. Stairs not required.

Hours & Compensation: This is a full-time position paying \$5,519 per month plus benefits. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts.

To Apply: Applicants must complete the Solid Ground application form specific to this position. To find an application online, go to <https://www.solid-ground.org/get-involved/careers/> then click on the Job Title to this position and complete the application. You may also leave a message on our job line at 206.694.6840 requesting a specific job application, or you may apply in person at 1501 North 45th Street in Seattle's Wallingford neighborhood.

Please attach a cover letter and resume.

Closing Date: Open until filled

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.