JOB DESCRIPTION

**JOB TITLE:** Paratransit Manager  
**DEPARTMENT:** Paratransit

<table>
<thead>
<tr>
<th>FLSA STATUS:</th>
<th>Exempt</th>
<th>REPORTS TO:</th>
<th>Chief Operating Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAY GRADE/CODE:</td>
<td>D62</td>
<td>EEO CATEGORY:</td>
<td>Executive Manager</td>
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<tr>
<td>SAFETY SENSITIVE:</td>
<td>No</td>
<td>APPROVED DATE:</td>
<td>October 2, 2014</td>
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<tr>
<td>APPROVED BY:</td>
<td>Elizabeth Presutti</td>
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**POSITION SUMMARY**

Reporting to the Chief Operating Officer, the Paratransit Manager will plan, organize, coordinate, monitor and manage the direct operation of DART’s Paratransit, On Call and Flex while ensuring full compliance with Americans with Disabilities Act (ADA) and paratransit rules and regulations. Paratransit operations includes both complimentary ADA bus service as well as other contracted services for paratransit clients.

**ESSENTIAL JOB FUNCTIONS (OTHER DUTIES MAY BE ASSIGNED AS NEEDED)**

- Supervises staff including prioritizing and assigning work, conducting performance evaluations, enforcing policies and procedures, making hiring decisions, and making disciplinary decisions and recommendations.
- Manages the paratransit call center, scheduling, dispatching and eligibility process. Troubleshoots issues and concerns with paratransit, customer service and other staff. Ensures service compliance with local, state and federal rules and regulations including the ADA.
- Establish policies and procedures for Paratransit, On Call and Flex operations.
- Manage and foster Paratransit’s safety efforts and programs.
- Prepare monthly reports to include ridership, operating statistics, State, NTD, Triennial Review and other.
- Participates in the preparation of and is responsible for the annual operating budget, including conducting analysis, forecasting operating revenue and preparing grants.
- Manages customer service for paratransit responding to service inquiries and customer complaints. Ensures appropriate investigation and response to issues and problems. Documents resolutions with customer comment software.
- Promote mobility management and provide guidance to the Polk County Mobility Manager.
- Negotiate and manage service agreements as a service provider to other agencies (Polk County, Medicaid, TMS and others).
- Coordinate and assist with paratransit contract billing on a monthly basis.
- Manage the Labor Agreement with Paratransit operators to include contract compliance, grievance resolution and as a member of the contract negotiating team.
• Mediates sensitive issues involving paratransit clients using application of pertinent local, State and Federal rules, regulations and laws governing paratransit services.
• Represents DART in public forums requiring research and presentation development on ADA paratransit related services and activities. Attends regional meetings of paratransit and specialized transportation user groups. Provides educational outreach to special needs community groups, advocates and social services organizations on DART paratransit services, eligibility criteria and other public transportation options.
• Facilitates and coordinates client eligibility appeals process.
• Coordinate program activities with management team and Commission members to ensure the accomplishment of goals and objectives relative to system growth and improved delivery of program services.

MINIMUM EDUCATION AND/OR EXPERIENCE

• Bachelor’s degree from an accredited college or university. A combination of education and equivalent industry experience may be considered.
• A minimum of seven (7) years of progressive Paratransit / Transit operations experience, with at least four (4) of those years being in a management position.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:
• Supervisory principles and practices.
• Applicable Federal, State and Local laws, rules and regulations including the Americans with Disabilities Act.
• Paratransit specific operations management and transit safety practices.
• Budgeting principles and practices.
• Specialized software that encompasses all Paratransit functions including scheduling, dispatching, vehicle location, billing, reporting, etc.
• Personal computers and current software programs for word processing, spreadsheets, presentations, email and databases at the advanced level of proficiency.
• Des Moines and surrounding area city streets, landmarks and related geography as it relates to DART service areas.

Skills or Ability to:
• Manage, motivate, develop and evaluate staff in tasks involving analyzing, authorizing, contracting, coordinating, negotiating, planning and scheduling skills.
• Define problems, collect data, determine facts and draw valid conclusions.
• Prepare reports and business correspondence.
• Manage Projects.
• Communicate effectively with coworkers, supervisors, staff, and the general public.
• Work with various regional officials and funding agencies on issues that relate to Para Transit operations.
• Prepare and make presentations.
• Successfully transition new policies and plans to operating personnel and ensure all are followed and applied consistently.
SUPERVISORY RESPONSIBILITY

This position has supervisory responsibility over the Paratransit Operations Department which could consist of:
- Paratransit Reservationist(s)
- Paratransit Scheduler(s)

In addition, this position will provide guidance/support to Operations Supervisor(s), Para transit Dispatcher(s) and Polk County Mobility Manager.

PHYSICAL REQUIREMENTS

On a normal work day, this position requires:
- Prolonged periods of sitting and reaching.
- Extensive use of hands, fingers and arms in operations requiring constant handling of paper documents, computing and entering data using a keyboard and ten key calculator.
- Clarity of vision at 20 inches or less to read and enter numerical data.
- The ability to hear normal verbal conversation with or without corrective devices to communicate with co-workers and customers.
- The ability to speak and read the English language clearly and concisely.

WORK ENVIRONMENT

- Primary work location is in a general office environment, heated during the winter and cooled in the summer.

DISCLAIMER

This is not an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the position. While this list is intended to be an accurate reflection of the position, DART reserves the right to revise the functions and duties of the position or to require that additional or different tasks be performed when circumstances change.

Employment is contingent upon the successful completion of a post offer employment physical, non DOT drug screen, and a criminal background check.

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me.

__________________________________________  __________________________
EMPLOYEE’S SIGNATURE                  DATE