



## Director of Transit

South Bend, Indiana

Mid to Senior Level

### Summary

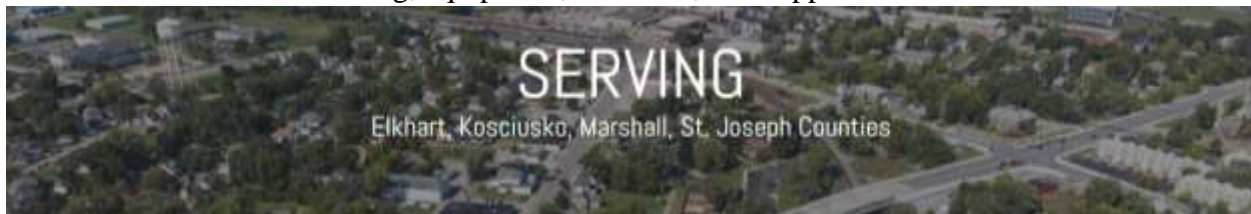
The Michiana Area Council of Governments is seeking a full-time Director of Transit. The Director will lead and coordinate transit planning activities, administration, and operations duties for MACOG and the Interurban Trolley. This includes management of staff; ensures work quality and adherence to established federal, state, and local safety policies and procedures; and coordinates assigned activities with other divisions, outside agencies and the general public. The Director of Transit works under the general direction of the MACOG Executive Director.

MACOG oversees fixed-route and ADA services in Elkhart-Goshen called the Interurban Trolley. The Interurban Trolley currently operates five fixed routes, using nine (9) buses for weekday service and seven (7) buses for Saturday service along corridors in these two cities. In addition to offering fixed-route service, the Interurban Trolley also offers paratransit services, which cover a one-and-a-half-mile corridor on either side of the fixed transit routes. These services are delivered through third-party contracts.

The general duties of the Director of Transit include:

### Program Management Responsibilities

- Oversees the day-to-day delivery of Interurban Trolley services; ensures compliance with applicable federal and state regulations; implements process improvement that are consistent with the transit industry best practices.
- Oversee the management and compliance of Federal Transit Administration (FTA) grants, federal and state regulations, policies, and procedures as they relate to transit. Ensure staff are trained and complying with policies and procedures.
- Ensure that all reporting requirements relative to FTA, National Transit Database, INDOT, and other funding sources are met in a timely manner.
- Assist and maintain contracts, projects, consultants, and agreements; ensure programs and projects meet community, regional, and statewide goals; including submission for awards, program or project talking points, and collaboration with members and staff; monitor and evaluate programs and projects; and assist with ongoing program improvements.
- Actively seek out methods to increase marketing of, and funding and ridership for, transit operations. Coordinates transit services with local health and service agencies.
- Supervise and assist in the preparation of vehicle, service, and other necessary procurements relating to the operations of the transit system.
- Oversee day-to-day customer service. Review complaints from the general public regarding transit operations; resolve problems in a timely, effective, and efficient manner; investigate accidents and incidents; prepare reports and maintain necessary records.
- Participate in the development and administration of assigned program budget; forecast funds needed for staffing, equipment, materials, and supplies.



## **Partnership and Communication Responsibilities**

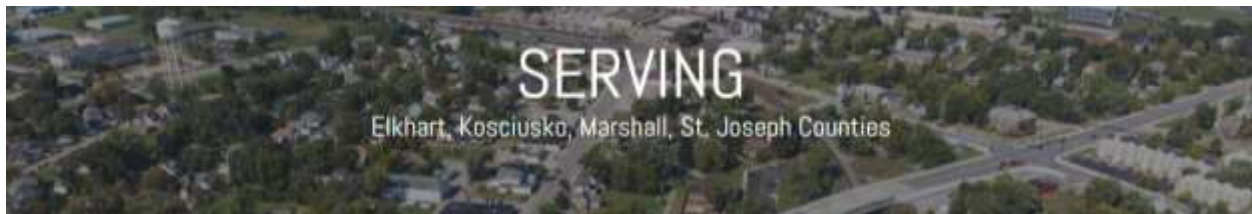
- Work collaboratively with external stakeholders, including Transpo, public and private sectors, business associations, economic development organizations, etc. Cultivates working relationships with local, state and federal governments, especially from MACOG's member jurisdictions.
- Ensures good internal communication among MACOG staff regarding program activities
- Maintains a positive professional reputation locally, in the region and with member jurisdictions; serves as a "good ambassador" for MACOG, including making presentations on behalf of MACOG and serving on various committees representing MACOG.

## **Supervisory Responsibilities**

- Proactively implements the performance management process to achieve a supportive culture where teamwork, employee development, continuous improvement, coaching and mentoring, and candid feedback are prioritized
- Working with the Executive Director to oversee development and management of the Work Program, allocation of staff resources and identification of priorities within the Transit Division including improvements to the programs or services and regional policy.
- Leads day-to-day management of the Transit Division (currently has 3 team members).
- Conducts regular meetings with staff to monitor, review and assess program goals and status of work plans and projects. Involves staff in decision-making processes and seeks staff's ideas and input on division goals and work program.

## **Qualifications**

- Bachelor's degree (Master's preferred), with an emphasis in Public Transportation, Urban Planning, Public Administration/Affairs, or a related field, or equivalent professional experience.
- Five (5) or more years of related work experience, which includes two (2) years of managerial/supervisory experience.
- Knowledge of Transit systems best practice, and State and Federal regulations governing their operations and funding.
- Knowledge in policy development, budget preparation and control, and Federal reporting.
- Experience managing a team of professionals and in creating and fostering external partnerships.
- Excellent verbal and written communication skills and organization skills.
- Strong interpersonal skills, including ability to deal with people under difficult conditions, resolve conflicts and work under time pressure.
- Demonstrated critical thinking, analytical, and problem-solving skills.





## Director of Transit

South Bend, Indiana

Mid to Senior Level

- Ability to work independently with minimal supervision and to assume responsibility.
- Proficiency in ArcGIS, Microsoft Office, Remix (or other Transit Planning program), and/or related software tools.

### To Apply

Send a resume, letter of interest, and the names and contact information for three references to: [macogdir@macog.com](mailto:macogdir@macog.com) Attn: Director of Transit. The letter of interest should address the applicant's qualifications, interest, and ability to fulfill the duties of this job. For more information, visit the MACOG website at [www.macog.com](http://www.macog.com).

