

## **MET Transit Operations Manager**

**Metropolitan Transit Authority of Black Hawk County (MET) located in Waterloo, Iowa is seeking a qualified candidate to fill the Operations Manager position. MET provides both fixed route and paratransit service within the cities of Waterloo, Cedar Falls and Evansdale, Iowa.**

### **Job Requirements:**

**Under the direction of the General Manager, ensures safe and efficient public transit services by managing all operational activities.**

### **Job Tasks:**

- **Oversee and direct all operational activities in the Fixed Route, Paratransit, Maintenance and Dispatch departments.**
- **Oversees recruiting, selecting, training, evaluating, promoting and disciplining personnel.**
- **Investigate and resolve complaints from passengers, their representatives and the general public.**
- **Investigate and respond to incident reports and employee grievances.**
- **Schedules Fixed Route Operators work.**
- **Oversees the Authority's Federal Drug/Alcohol program.**
- **Assists in contract negotiations with the local union.**

### **Qualifications/Requirements:**

- **Bachelor's degree in public administration or related field and five (5) years of public transit management experience OR any equivalent combination of education, training, and experience in public transit field.**
- **Community Transit Manager's Certification within two (2) years of appointment to this position.**
- **Possession of a valid Class B Commercial Driver's License with a "P" Passenger Endorsement.**
- **Proficient with computer and related software programs for the purposes of word processing, spreadsheets, presentations, e-mail and internet.**
- **Ability to communicate professionally both orally and in writing.**
- **Must be insurable under the Authority's liability insurance.**
- **Strong work ethic with excellent work attendance.**
- **Able to interact with other public officials including acting in place of the General Manager in public presentations and meetings.**

**If interested, email a cover letter and resume to: [m.little@mettransit.org](mailto:m.little@mettransit.org) by Thursday, September 20, 2012**