

Metropolitan Transportation Network

Job Title:	Type III Special Projects Manager	Department:	Administrative
Level/Salary Range:	TBD	Position Type:	FT/ Exempt/Salaried
Position Reports To:	General Manager		
Position Supervises:	Customer Service Administrative Support staff (Type III)		

Job Description

ROLE AND RESPONSIBILITIES

- Oversee customer service administrative support associate(s)
- Actively problem solve to alleviate issues and promote continuous improvement.
- Conduct staff evaluations, create work schedules and coordinate staff communication.
- Maintain compliance with MTN policies and procedures
- Provide excellent customer service
- Review Time and Attendance for accuracy and manage time efficiently.
- Work effectively with Payroll Administrator
- Oversee routing duties to ensure accuracy of route invoicing information, daily routes, charters and route mileage reports.
- Maintain contract communications with customers regarding routing, activities, and issues.
- Work cooperatively with HR to ensure compliance with labor practices
- Oversee department operating costs and budget projections
- Ensure timely communication to General Manager regarding Transportation operations.
- Other duties as assigned by General Manager

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- 3 or more years of management or supervisory experience
- Associates degree in Business or Management. Bachelor degree preferred
- Good verbal and written communication skills with ability to properly interact with management, customers, employees, client representatives, and the general public
- Ability to prioritize tasks and manage time effectively
- Good analytical and problem solving skills
- Previous transportation experience required
- Computer literacy in Microsoft Word, Excel, Outlook, and PowerPoint

PHYSICAL REQUIREMENTS

This position requires constant interaction with people. Communication is required by means of spoken word and phone usage. Visual acuity is also required as it is needed when using the computer. This work requires occasional bending and twisting at the waist. This job requires occasional fine finger manipulation, such as typing at a computer. This nature of work requires frequent sitting as well as a frequent amount of standing and walking.

All employees must be able to communicate face-to-face, by email and on the phone with or without reasonable accommodation. MTN is an equal opportunity employer and is committed to compliance with its obligations under all applicable state and federal laws prohibiting employment discrimination. In keeping with this commitment, we attempt to reasonably accommodate applicants and employees in accordance with the requirements of the disability discrimination laws. We also invite individuals with disabilities to participate in a good faith, interactive process to identify reasonable accommodations that can be made without imposing undue

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hardship.			
	C. Kennedy	Date:	10/2017