

Position Title: Operations Manager

STATUS: Year-round full-time

REPORTS TO: Managing Director

COMPENSATION + BENEFITS:

- Annual salary of \$90,000
- Annual variable compensation target of \$9,000
- Vacation time, sick time and 401(a) contribution as defined benefits for YRFTE staff
- Use of a ski locker and other general MX benefits

NATURE OF WORK: Responsible for supervising the daily operations of the system, including staffing, training, documentation, system administration and policy enforcement. Assists with planning and development of system operations. Assists with special projects as a subject matter expert.

ESSENTIAL DUTIES:

- Collaborates with Managing Director, Shop Manager and Business Manager to run the day-to-day operations
- Manage daily staffing needs
- Supervises driver supervisors and drivers
- Creates and manages a training program for drivers and supervisors
- Conducts staff reviews for direct reports
- Evaluates all incidents and accidents, working with management team to resolve issues
- Fulfills supervisor shifts in spring/summer/fall
- Drives fleet vehicles as necessary, especially during peak weekend periods in the winter season

OTHER DUTIES:

- Attend periodic management team meetings with peers
- Assist the Managing Director with operations planning and implementation.
- Works with the Town of Crested Butte and the Town of Mt Crested Butte to accommodate special events, planning necessary route adjustments
- Interfaces with marshals, police, and public works to maintain safe route conditions
- Assists the Managing Director with special projects. Examples of current projects that will evolve as progress is being made to bolster MX operations.
 - Improve our Emergency Management procedures and associated training of staff
 - Improve our ridership tracking system, supporting new operational and customer facing metrics
 - As part of a broader driver and supervisor training program, overhaul Operations Manual *(last updated 2018)*

KNOWLEDGE, SKILL, AND ABILITIES:

- Participate in and enforce Mountain Express Substance Abuse Policy
- Knowledge of the bus system and its staffing needs
- General knowledge of all vehicles used
- Computer skills required, especially Microsoft Outlook, Word, Excel and PowerPoint
- Certified CDL trainer
- Ability to work collaboratively as part of a management team
- Ability to manage staff

EDUCATION, EXPERIENCE, FORMAL TRAINING:

- College degree or equivalent management experience of 10+ years in service delivery
- Colorado Commercial Driver's License, Class BP-2 with no air brake restriction.
- CPR and Basic First Aid recommended.