



Manager, Transportation Operations Job Description

JOB INFORMATION

Job Code:	143061
Job Title:	Manager, Transportation Operations
FLSA Status:	Exempt
Supervisory:	Manages through subordinate supervisors.
Job Family:	Auxiliary Services
Job Family Group:	Auxiliary Services 1
Management Level:	5 Manager

JOB SUMMARY

Responsible for the day-to-day operations of transportation services on university campuses. Ensures university transportation is timely and effective, costs are maintained, and excellent customer experience is provided. Ensures staffing levels are appropriate to maintain service levels and ensures equipment is functioning.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		7 years	
	X	10 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proven leadership/managerial experience.
X		Experience with general financial statements, accounts payable, and budgets.
X		Experience with data analysis.
X		Proficient in Microsoft Office.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Payroll and staff scheduling experience.
X		Excellent written and oral communication skills.
	X	Experience in transit/transportation and/or university operations.
	X	Understanding of university-specific operations and policies.
	X	Familiarity with university-specific transportation requirements.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Ensures assigned transportation programs are operating effectively and adequately servicing the university community. Participates in strategic planning for department or section. Ensures compliance with standard operating procedures for transportation departments. Provides feedback during planning process of department programs, projects and activities. Administers programs and projects as assigned.				
Provides data and reports to senior manager for development and administration of budget. Reports data expense and labor costs as needed, and maintains accurate records. Creates purchase orders and processes invoices as needed. Conducts required audits of fleet and affiliated specialized equipment. Ensures the security and condition of department equipment and POS units. Reports damage and concerns to senior manager.				
Contributes to staffing decisions for assigned transportation department. Directly or indirectly supervises transportation employees and/or student workers. Responsible for training and hiring drivers and other staff (e.g., conducting interviews and safety training). Oversees scheduling and attendance records for assigned staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines or terminates employees, as necessary.				
Ensures compliance with applicable federal, state and local regulations and reports issues to senior leadership. Maintains currency with and adherence to relevant departmental and university policies. Conducts vehicle audits and inspections to ensure operational readiness and vehicle code compliance.				
Provides customer service to students, faculty, staff and external customers. Meets customer needs, offers options, resolves problems and follows up with customers. Responds to customer inquiries and complaints in a timely and helpful manner. Ensures full customer satisfaction without unnecessarily referring customer to other staff members. Maintains friendly, helpful demeanor. Establishes and maintains appropriate network of professional contacts.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/

<i>Campus Security Authority (CSA)</i>	<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/	

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

_____ Print Employee Name	_____ Signature	_____ Date
_____ Print Manager Name	_____ Signature	_____ Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.