Manager, Shuttle Services

Job Code 50030752

General Description
Manage the Texas State University Shuttle bus operations and coordinate all transportation related issues with local, state and federal stakeholders.

Examples of Duties
Coordinate transportation license agreements with public and private transportation providers. Management of bus contract, finances and performance. Ensure quality of customer services and completion of federal compliance reports. Oversee application for state and federal grant funding. Oversee specs for shuttle related items, vehicle inspections and quality assurance. Develop service schedules and routes for fall, spring and summer sessions. Oversee daily bus service operations. Coordinate marketing materials. Respond to customer requests, initiatives, questions and concerns. Plan and manage special event transportation as needed.

Knowledge, Skills, and Abilities
Knowledge of: transportation operations; federal and staff laws and relations relating to transportation; strategic planning and ability to assess various methods, tools, and instruments; traffic control concepts, designs and implementation.

Skill in: problem solving, customer service; directing the work of others; establishing rapport of clients; mediation and negotiation.

Ability to: prepare clear, concise and grammatically correct reports; interpret contracts; prepare strategic plans and complex financial reports; understand complex polices and procedures; prepare state and federal compliance reports; explain policies and procedures; establish and run a coordinated bus system.

Experience and Education
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements