TRANSIT AUTHORITY OF NORTHERN KENTUCKY

POSITION DESCRIPTION

September 2020

Position Title: Manager of Scheduling  Dept./Division: Operations
Reports to: Assistant Director of Operations  FLSA Status: Exempt

JOB SUMMARY:
The Manager of Scheduling develops schedules, including run cutting, vacation picks, and job picks, in accordance with service improvement plans and the labor agreement. Executes responsibilities in accordance to the short and long-term service plans. Works in close conjunction with the Manager of Planning to assess route/schedule efficiency and productivity and make suggestions for future service. Works with the Performance Analyst/Procurement Specialist to assure destination signs, onboard announcements and stop identifications are accurate in the system network.

EDUCATION/EXPERIENCE REQUIREMENTS:
• Minimum of a Bachelor’s degree in transportation, planning, logistics or business or any equivalent combination of education and experience.
• Minimum four (4) years of transit experience
• Minimum two (2) years of scheduling experience
• Minimum two (2) years of experience in supervisory or management. Supervisory or management of transit operations employees in a union environment preferred.
• Ability to develop work standards, SOPs (Standard Operating Procedures), preventative measures to minimize process failures, and implement effective countermeasures when failures do occur.
• Strong problem solving and conflict management skills.
• Strong initiative, ability to work independently and make well-informed decisions on a timely basis.
• Knowledge of management principles and practices, including optimum use of human and material resources.
• Ability to effectively interact with staff, department heads, the public, and contract services providers.
• Ability to communicate effectively, both orally and in writing.
• Strong working knowledge of computer scheduling technology.
• Desire to continue professional development.
• Ability to work with computers and standard business/office software.

ESSENTIAL DUTIES & RESPONSIBILITIES:
• Gathers, tabulates and analyzes GFI data, APC data, ridership counts, and run and schedule adherence data in accordance with the established Service Standards.
• Develops the specifications for the runs and schedule building.
• Cuts runs prior to periodic “picks” such that labor agreement provisions are met and the most efficient use of manpower and the most efficient use of revenue vehicles are realized.
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- Enters run, extra and operator information into FleetNet.
- Spends time on the road monitoring service and schedules in real-time, real-world operation.
- Engages in dynamic feedback, info-gathering with operators and supervisors.
- Assures the effective dissemination of route and schedule information to operators, supervisors, the Information Center, the Bus Stop, and others so that the public may be accurately informed.
- Maintains the seniority lists for Fixed Route and Special Service operators.
- Maintains current miles and hours for county funding purposes.
- Answers complex inquiries and complaints regarding routing and scheduling issues.
- Arranges for timely and accurate printing of public timetables.
- Maintains an inventory of schedules and schedule delivery locations and coordinates delivery of schedules to these locations with operations supervisors.
- Prepares and facilitates the operators’ yearly vacation pick.
- Assists with the programming of destination signs.
- Evaluates requests and schedules and coordinates arrangements for added service.
- Assists other operations department personnel in the annual budget process.
- Other duties as assigned.

PHYSICAL DEMANDS:

- Sitting in a normal seated position for extended periods of time.
- Reaching by extending hands or arms in any direction.
- Finger dexterity required to manipulate objects with fingers such as using a keyboard.
- Correctable ability to see and hear within a normal range.
- Ability to move about the office to obtain files and other objects.
- Lift and carry objects up to 50 pounds.

LICENSES REQUIRED:

- Valid driver’s license. Commercial driver’s license with a passenger endorsement strongly preferred.

INTERNAL & EXTERNAL CONTACTS: TYPE:

- Internal Staff Various
- Passengers Route/Schedule Info/Complaint Resolution
- External Customers School Partnerships in Northern Kentucky

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required. An incumbent may be asked to perform other duties as required.