



## GENERAL MANAGER

**Department:** Executive  
**Employee Group:** Non-represented  
**Reports to:** Board of Directors  
**FLSA Status:** Exempt  
**Job Number:** 62101  
**Approved by:** Board of Directors  
**Approved by:** Wendi Warner, HR Director

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### OUR MISSION

Ben Franklin Transit (BFT) provides exceptional and cost-effective transportation services that consistently exceed customer expectations while promoting the principles and practices of livable communities and sustainable development.

### OUR VALUES

We value customer service, collaboration, diversity, fiscal accountability, innovation, sustainability and safety. Employees and representatives of BFT are expected to uphold our values and mission.

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### NATURE OF POSITION

Plan, direct, and administer all functions of the Agency; develop strategic objectives and initiatives to present to the Board of Directors (BOD) and executes decisions for the Board. The General Manager has oversight and responsibility for capital development programs including expansion of bus services, transit facilities, and other related projects. Interface with national, state, and local political constituencies for transit-related matters. Ensure compliance with State and Federal regulations regarding transit operations, Equal Employment Opportunity (EEO), Affirmative Action, and Americans with Disabilities Act (ADA).

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide overall leadership and direction for management of the transit authority.
- Serve the BOD in the development and implementation of strategic objectives and initiatives to foster the continued provision of safe and efficient public transportation system to community residents.
- Ensure that land use planning and transportation system improvements are supportive and integrated.
- Understand the interests of local business and industry, community, community groups, local and federal government, the media, and the public.
- Ensure the continued safety and reliability of the system and its positive perception by the public.
- Direct the formulation of budgets to provide funding for new or continuing operations; oversee the adequacy and soundness of the Agency's financial structure.
- Review operating results of the Agency; compare to established objectives; ensure that appropriate measures are taken to correct unsatisfactory results.
- Promote the needs of the Agency to local, state, and federal governments.
- Ensure the on-going development and implementation of a long-term county-wide transportation strategy to secure continued development of an effective multi-modal transportation system.
- Promote, and enforce accountability of management, for EEO and Affirmative Action program goals and objectives.
- Promote ADA compliance; encourage disability awareness and sensitivity; enforce ADA internally and externally on all services.
- Establish and approve policies and procedures of the Agency in accordance with BOD directives.
- Oversee the preparation and response for relevant information needed during audits (triennial, annual, etc.).
- Provide direction and guidance for employee programs.

- Plan, direct, and review the work plan for staff; assign work activities; ensure compliance with Agency policies and procedures.
- Work with and maintain confidential information.
- Demonstrate regular and punctual attendance.
- Other duties as assigned.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Principles and practices of project management to initiate, plan, execute, and control resources to achieve operational goals.
- Understand and apply business administration and management principles and practices.
- Interpret and apply Federal, State, and local laws and regulations governing public transit systems.
- Federal Transit Administration regulations and guidance related to assigned activities.
- Methods and techniques used in analyzing transit service performance and productivity.
- Understand and apply budgeting and financial forecasting techniques to prepare and manage annual budget.
- Strategic long-term fiscal planning and cost management; creative financial methodologies; and information management systems.
- Principles and methods of supervision, training, and employee development.
- Thorough understanding of labor relations principles and procedures.
- Oversee management and delegate and/or monitor responsibilities to ensure smooth operations.
- Analyze problems and recommend and/or implement effective solutions to difficult and politically sensitive problems.
- Communicate ideas and concepts effectively through presentations to small and large groups.
- Work effectively and persuasively with elected officials, other agencies, business community, organized labor, senior and disabled communities, public constituencies, and the press.
- Apply principles and practices in interpersonal relationship building and employee coaching.
- Able to attract and retain key individuals with a goal toward succession planning and recruitment and promotion of women and minorities.
- Strive to build consensus among the BOD, staff, labor, internal committees, and external groups.
- Learn new technologies, policies, procedures and guidelines established by professional organizations and/or governing agencies.
- Utilize office equipment and other relevant technology (software and systems) to meet business needs.
- Understand, follow, and communicate clearly and concisely, both orally and in writing.
- Work as a team member and independently; effectively apply organizational and time management skills; meet deadlines and comply with Agency policies.
- Exercise sound judgment in making decisions.
- Focus on tasks and recall details; handle frequent interruptions.

### **OTHER CHARACTERISTICS**

- Collaboration: Shares time and knowledge with others; adjusts priorities as circumstances dictate; follows through on commitments, accepts responsibility for actions, resolves interpersonal conflicts constructively.
- Diversity: Demonstrates an awareness and respect of cultural and individual values. Treats all people with dignity, courtesy and respect.
- Fiscal Accountability: Actively contributes to the productivity of the agency; demonstrates good stewardship of company time and resources; displays high standards of ethical conduct.
- Customer Service: Anticipates the needs of internal and external customers; delivers quality work products and services within expected timeframes. Considers and responds appropriately to people in various situations.
- Innovation: Considers new approaches to situations; encourages ideas and improvements.
- Sustainability: Actively encourages environmental benefits and the conservation of natural resources.

- **Safety:** Adheres to safety related laws, regulations, standards, and practices; performs work in a safe manner; encourages and supports others to be safe while at work.

### **MINIMUM QUALIFICATIONS**

Bachelor's Degree in Business Administration, transportation, or public administration or related field from an accredited institution and five-years increasingly responsible senior-level management experience in a transportation agency; or an equivalent combination of experience and education. Must possess and maintain a valid driver's license.

### **LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS**

None.

### **PREFERRED QUALIFICATIONS**

Master's degree from an accredited institution and/or ten-years' of experience in a senior-level management position, with at least five-years in a senior transit management position.

### **PHYSICAL REQUIREMENTS**

Generally sedentary in nature; occasionally stand and walk; intermittently kneel, stoop, bend and twist at the waist, and reach overhead; sit for extended periods of time. Rarely kneel, crouch, or crawl. Occasionally lift, push/pull, or carry up to 40 pounds. Good vision to read print and computer screen. Hear and speak to communicate in person, before groups, and over the telephone. Manual dexterity of hands and fingers to include repetitive keyboarding, grasping and reaching to operate a computer keyboard, mouse and/or standard office equipment.

### **WORKING CONDITIONS**

Work is primarily performed in an office environment where noise, distractions, and lack of privacy may be present. Operate motor vehicle. Extension of the workday or work week with short notice may be necessary to meet required deadlines.

**Essential Functions** may include the duties and responsibilities, as well as knowledge, skills, abilities, and other characteristics listed in this job description. Employees in this position must maintain a level of mental and physical fitness required to perform the essential functions of this classification with or without reasonable accommodation.

**Job descriptions** are intended to present a descriptive list of the range of duties performed by employees in the position. Job descriptions are not intended to reflect all duties performed within the job. Job descriptions are subject to revision and may be updated as appropriate to reflect operational changes within the role.

**Employees** in all positions must pass a background investigation including a criminal and employment investigation; positions with cash handling or financial administrative duties will be subject to a consumer credit investigation.