



COMMUNITY BRIDGES
PUENTES DE LA COMUNIDAD

Posted: November 13, 2017
Application Deadline: November 17, 2017
Internal Recruitment

POSITION: OPERATIONS MANAGER
(BILINGUAL ENGLISH/SPANISH REQUIRED)

PROGRAM: LIFT LINE
A PROGRAM OF COMMUNITY BRIDGES

POSITION DESCRIPTION:

Under general supervision by the program director, oversees the daily operation of the dispatching/scheduling functions of CTSA, schedules and supervises dispatchers and administrative assistant, provides training and support to the data analyst, provides direct support and assistance to the program director, provides direct management and or oversight of unique Lift Line programs and or projects, and performs other duties as required.

DUTIES AND RESPONSIBILITIES:

1. In cooperation with other program staff, provides for adequate regular and back up staffing for van driving and dispatching/scheduling functions of Lift Line; prepares weekly schedules and arranges for paid time off as necessary. Supervises and evaluates the job performance of dispatchers and administrative assistant and may supervise other office staff as needed and requested; ensures the training and re-training of these employees.
2. Oversees client relations, including Elderday and Meals on Wheels, responds to compliments and complaints, follows up and prepares written reports as necessary.
3. Holds regular meetings with support staff to maintain a strong working team.
4. Assists the administrative assistant as required, including with outreach and presentations about Lift Line services.
5. Acts as a dispatcher when necessary; uses a two-way radio and ten codes.
6. May assess unusual or difficult loading situations and make recommendations to the Lift Line van driver trainer and/or program director.
7. Assesses and makes changes as necessary to scheduling and driver department systems and functions to maximize efficiency.
8. In coordination with subcontractors, ensures smooth operations of day-to-day Lift Line service.
9. Responds to accident reports and arranges for vehicle repair in the absence of the fleet manager.

10. Provides technical and administrative assistance to the program director; attends various meetings as needed in the program director's absence.
11. Is a member of the CTSA Safety, Training and Accident Review (STAR) Committee.
12. Handles small outside contracts including terms of agreement, billing and arranging for staffing and vehicle.
13. Updates and monitors public literature pertaining to CTSA services, such as the Guide to Specialized Transportation Services.
14. Oversees accident and incident reports, works with appropriate staff to insure completion of reports, prepares covers letters and submits reports to the contracts department.
15. Works with outside contractors to gain an understanding of their needs, as well as problem solving including Meals on Wheels and Elderday.
16. Assists employees to interpret program and agency policies and procedures; facilitates communication between the program's departments.
17. Develops and maintains effective working relationships with other staff, representatives of community organizations and the public.
18. Communicates effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs.

Job descriptions are intended to be illustrative only; they are not designed to be restrictive or to define each and every assigned duty and responsibility. In an organization of this nature, each employee is expected to perform such duties as necessary to fulfill the stated goals of the agency.

MINIMUM QUALIFICATIONS:

Knowledge:

- of supervisory and training techniques and practices
- of how to effectively schedule staff
- of CTSA program operations including scheduling and dispatching
- of California driving laws and regulations

Skill:

- in supervising and evaluating the work of others
- in providing instruction and training to staff
- in dispatching and scheduling techniques
- in using a personal computer for to prepare program schedules and reports
- assessing unusual or difficult loading situations and making sound recommendations
- in providing technical and administrative support to the program director in a variety of areas

- in developing and maintaining effective working relationships with other staff members and public
- in working independently and using sound judgment
- in dealing tactfully, cooperatively and effectively with other agency staff members, community organizations and the public, including people from different backgrounds and lifestyles

OTHER REQUIREMENTS:

- Must possess current Red-Cross First Aid and CPR certificates or obtain them within 6 months of hire.
- Must have a valid CA driver's license, drive a motor vehicle incidental to the performance of the work and be insured.
- Must be able to work at a computer for full workdays; some routine lifting and reaching requirements. Must be able to lift up to 20 lbs.
- In accordance with US Department of Transportation requirements, must pass a pre-employment drug screening test and comply with periodic testing for drug use and alcohol misuse.
- Experience working in the Lift Line program preferred.
- Must be cleared by the Department of Justice through fingerprinting.

RATE OF PAY AND HOURS:

- This is a confidential, exempt, 40 hour per week position.
- The starting salary is \$48K/year.
- On-site attendance is required.

BENEFITS:

- For employee: shared cost medical, dental, vision, & life insurance. This benefit package is valued at \$7K/year.
- First year: 12 vacation days and 13 holidays, with accrual based on 40 hr/wk.
- Sick leave: Eight hours/month, with accrual based on 40 hr/wk.
- 4 Wellness Floaters per year after satisfying all eligibility requirements.
- 1 Birthday Floater after satisfying all eligibility requirements.
- 401(k) Retirement Plan: Agency matches employee contribution up to 1% of annual salary upon completion of six month employment, effective during open enrollment period
- Flexible Spending Account (FSA).
- Dependent Care Reimbursement Program.

TO APPLY:

- Please submit your Community Bridges application by email (hr@cbridges.org), fax (831-688-8302), or in person.
- Resumes can be submitted but will not be accepted in lieu of an employment application.
- The Community Bridges general application may be downloaded at: <https://communitybridges.org/employment>
- If applicable, please submit any college transcripts, licenses, and/or certificates as an attachment to your application.

COMMUNITY BRIDGES IS AN EQUAL OPPORTUNITY EMPLOYER.

Applicants shall not be discriminated against because of age, ancestry, color, religious creed, denial of Family and Medical Care Leave, disability (mental and physical), marital, familial or parental status, medical condition, genetic information, military and Veteran status, national origin (including language use restrictions), race, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, political affiliation or sexual orientation.