Georgia State University

Job Title: Transportation Operations Manager

BCAT Code: 09NX71  Effective Date: October 13, 2008
Pay Grade: G15  FLSA Status: Exempt  Revision Date: July 1, 2013

General Description
Assists in the administration of the University transportation operations.

Examples of Duties
- Manages the day-to-day transportation operations.
- Works with contracted personnel who operate the University PantherExpress shuttle services.
- Monitors the vehicle tracking system closely to assure that the shuttle operations function in accordance with the assigned routes and schedules.
- Receives and reviews passenger ridership reports.
- Makes recommendations for efficiency and the effectiveness improvements of the overall PantherExpress Services.
- Monitors the performance of contracted services.
- Implements or recommends resolutions to transportation issues.
- Coordinates special transportation services, utilizing the PantherExpress fleet and other charter services.
- Promotes excellence in customer service.
- Develops operational procedures.
- Assists in the budget preparation and budgetary compliance.
- Maintains the work area in a neat, organized, and professional manner.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of transportation services management.
- Knowledge of planning concepts and methods.
- Excellent customer service skills.
- Ability to pay attention to detail.
- Ability to manage confidential information.
- Ability to make sound business decisions.

Minimum GSU Hiring Standards
Bachelor’s degree and three years of related experience with two years of supervisory or management experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.

Office of Human Resources  Classification Section