

Monroe County Transportation Authority

Fixed Route Operations Manager

Reports to: Chief Operating Officer

Pay Classification: 16

Department: Administrative

Approval: (HR)

Date: February 4, 2026

Approval: (Board Sub-Committee)

Revised Date:

Approval: (Chief Executive Officer)

Job Function:

Responsible for all aspects of operations for a reliable, affordable, clean, and safe fixed route bus system. Plans and develops the system route design and schedule in coordination with the COO and CEO. Uses system generated data metrics to monitor and correct issues that affect reliability. Provides direction to fixed route operators to improve performance.

Work Hours:

Five day work week with flexibility necessary. Subject to call out 24 hours a day, seven (7) days per week in emergencies.

Duties and Responsibilities:

1. Ensures compliance with all applicable rules, regulations, and guidelines of PennDOT, FTA, MCTA and all other regulatory agencies.
2. Performs weekly Payroll processing.
3. Communicates current status of fleet vehicles and facility maintenance efforts with all departments.
4. Performs budget management for Fixed Route Operations.
5. Assists peers in the research and preparation of bid specifications for all departmental RFP's, grants, and service contracts.
6. Coordinates terminal and dispatching activities to support Fixed Route Operations.
7. Ensures all data entry for CAD-AVL requirements are completed timely.
8. Utilizes the CAD-AVL system to effectively manage fixed route operations.
9. Utilizes the fixed route scheduling program to set schedule and import to the CAD-AVL system.
10. Reviews errors associated with improper paperwork processing and counsels subordinates regarding improvement.
11. Coordinates initial and recertification of CDL licensure and physicals with the Chief Operating Officer.
12. Oversees the staffing and hiring for fixed route operator positions.

13. Perform all other duties as assigned.

Education and Experience:

A minimum of an associate's degree is required. Proficient computer and technology literacy and adaptation required. Two years experience in Mass Transit operations including driver licensing requirements, route planning, crew scheduling, route checks is required.

Special Requirements:

- Must either possess or acquire a valid Class B Pennsylvania Commercial Drivers License with the Air Brake restriction removed and a Passenger endorsement.
- Must pass a pre-employment substance abuse screening and as a Safety Sensitive employee, is subject to substance screening tests as governed by FTA regulations and MCTA policy.
- Must be willing and able to openly communicate with peers and subordinates in developing MCTA policy, procedure, and other work related initiatives.
- Must be able to effectively communicate with all fixed route personnel.

Knowledge, Skills, and Abilities:

1. Strong communication skills are required to work with fellow employees.
2. Proven supervisory skills.
3. Knowledge of MCTA labor agreement affording the ability to interact with management and union personnel fairly.
4. Capable of handling emergency situations as they arise in a timely and professional manner.
5. Ability to embrace team concepts.
6. Ability to effectively prioritize time and workload.
7. Professional and positive demeanor.

Physical Demand:

Requires ability to network with other authorities and professional organizations on a regular basis often requiring driving to other locations. Must be licensed to drive any vehicle in the MCTA fleet.

Working Conditions:

Non-smoking, shop and office environment. Safe operations and a hands-on approach to management may place the employee in various vehicles and in the garage for assessment of fleet repair challenges. Varying weather conditions may impede work both outside the facility and inside garage areas.

Pay Type and Frequency:

Full-time, Exempt- Weekly.

Annual Job Performance Review with increases based on merit.

Employee Signature/Date

Supervisor Signature/Date