



GREATER PEORIA MASS TRANSIT DISTRICT

JOB POSTING

Position Title: Assistant Director of Operations
Department: Operations
Reports To: Assistant General Manager

This class is responsible for overseeing compliance of the Americans with Disabilities Act (ADA) requirements, which includes, completing ADA certification determinations, providing consumer education, and coordinating the contractual requirements of the District's paratransit provider along with coordinating amenity improvements to enhance mobility for all riders. In addition this position will back fill and support the Director of Operations and enhance Public Transit for the GPMTD.

Duties include:

- Coordinates and implements the certification process for the general public regarding ADA eligibility requirements which includes applying policies and procedures, investigating complaints, and ensuring compliance with ADA regulations.
- Coordinates amenity improvements to enhance mobility for fixed route and paratransit customers.
- Oversees contracts which includes evaluating contracts and identifying performance issues.
- Prepares a variety of reports; ensures the timely filing of required compliance reports.
- Assist Director of Operations when needed to ensure operations Supervisors are trained.
- Conduct investigations on employee issues determining discipline action up to and including termination in accordance with CityLink policies and the Union contract.
- Be familiar with Union handbook, union contract, policies and processes in order to handle first step for grievances, and to be a point person for discussion with union

Skills/ Knowledge Required:

- Applicable ADA, Federal, State, and Local laws, rules, and regulations;
- Customer service principles;
- Modern office procedures, methods, and equipment;
- Training principles and practices;
- Contract and staff management;
- Reading and interpreting contracts and related documents;
- Gathering and analyzing data and comparing various sources of information;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Please apply online at ridecitylink.org

Resumes can be emailed to swilliams@ridecitylink.org

Equal Opportunity Employer