



Transportation Manager

Job Summary:

The Transportation Manager will have ownership of all aspects of Harlow's School Bus Service business for the site. This will include hiring and developing staff, recruiting and retaining drivers, growing the business aggressively and profitably. This includes full P&L responsibility and leading revenue growth. With the guidance of the Director of Transportation/ General Manager, this person will develop a strategic as well as a tactical plan to meet growth and profitability objectives.

Duties and responsibilities:

1. Develop business goals and action plan to promote profitable growth. Facilitate actions to improve performance and drive business transformation.
2. Understand and control cost structure to ensure a high level of profitability. Set measurable goals for all aspects of running a successful line of business (operations, sales, recruiting, safety).
3. Drive accountability for improvement and positive change based upon business objectives and desire to grow the 1 accounts.
4. Ensure an entrepreneurial spirit and high work ethic that emulates throughout the organization. Ability to demand more than the status quo.
5. Develop a balanced approach that promotes asset utilization, safety, service and driver success. Mentor others within the organization to promote and pursue a deeper level of transportation excellence.
6. Responsible for implementing new methods of managing/dispatching drivers, servicing accounts, recruiting drivers at the local level and taking full ownership of the marketplace.
7. Work to support the service and growth of new and existing accounts.
8. Establish solid business relationships and maintains open, accurate and timely two-way communications with drivers and internal associates.
9. Develop a recruiting plan to hire and retain experienced drivers. Execute with the HR Manager an advertising and marketing campaign to attract drivers.
10. Responsible to ensure line of business comply with HR requirements (EEOC, Affirmative Action and other employment rules and regulations).
11. Identify, hire, mentor and develop associates within line of business as well other areas of Harlow's including operations, sales, driver recruiting, and safety.
12. Responsible for DOT and OSHA compliance for all locations within area of operational responsibility
13. Ensure all preventive maintenance is performed.
14. Encourages professional driver appearance and behavior.
15. Performs other task as assigned by leadership.

Experience and skill requirements:

1. Minimum of 5 years successful operations or transportation experience.
2. Four year degree, prefer in business or transportation.
3. Ability to understand and implement P&L, cost control and revenue generation concepts.
4. Excellent problem analysis and critical thinking skills.
5. Ability to lead and develop a high performance environment.
6. Willing to push costs down and grow with entrepreneurial drive.
7. Excellent communication and collaboration skills to ensure success.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Leadership: Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Gives appropriate recognition to others. Includes others in planning, decision-making, facilitating and process improvement; Takes responsibility for activities; Develops skills and encourages growth; Solicits and applies feedback (internal and external); Improves processes, products and services.

Managing Employees Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for Subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Improves processes, products and services. Continually works to improve supervisory skills.

Interpersonal Skills: Focuses on solving conflict, not blaming; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things; Strive for a continuous improvement mindset within the organization and Harlow's.

Oral Communication: Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Facilitates as well actively participates in meetings.

Written Communication: Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Problem Solving: Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Planning/Organizing: Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans; knowledge of short and long term planning principles. Provides training tools to motivate new and experienced employees to help advance their skills.

Innovation: Develop and assist in ways to constantly improve organizational and Harlow's School Bus Service performance. Resourcefulness to meet challenges is efficient and control costs.

Project Management: Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Delegation: Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities; Provides recognition for results.

Judgment: Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Professionalism: Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; follows through on commitments.

Teamwork: Balances team and individual responsibilities. Exhibits objectivity and openness to other's views; gives welcome feedback; contributes to building a positive team spirit; puts success of team above own interests. Able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed

Quality: Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality. Exhibits a clear commitment to excellence. Strives for continuous improvement in self and others.

Quantity: Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.

Organizational Support: Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Dependability: Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Adaptability: Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Diversity: Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.

Ethics: Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Safety and Security: Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Attendance/Punctuality: Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Knowledge: Posses effective command of all federal and/or state laws, regulations policy and procedures and knows how to effectively blend them for a safe and efficient operation.

Know proper teaching techniques, demonstrate good human relations and communication skills; able to recognize something that is wrong or incomplete, and knowing how to apply logic as well common sense when addressing situations.

Leaders constantly strive for excellence. Positive attitude and an open mind are a must. Constantly striving to improve knowledge, abilities, and skills as well professionalism will be ongoing.

This job description is not an employment agreement or contract and management reserves the right to modify when necessary.

I have reviewed and agree this Job Description accurately reflects the current responsibilities of my position. I hereby understand and acknowledge that my employment relationship with Harlow's is of an "at will" nature. I also acknowledge that it will be placed in my Personnel File.

Signature: _____ **Date:** _____

Supervisor's Signature: _____ **Date:** _____