

RHODE ISLAND PUBLIC TRANSIT AUTHORITY POSITION DESCRIPTION

Job Title: Deputy Chief of Paratransit Services

Date: August 2024

Department: Operations

Supersedes: January 2019

Reports to: Chief of Security & Operations

Description of Work:

This senior level management position, a key member of the executive team, will serve as the Deputy Chief of Paratransit Services for the Rhode Island Public Transit Authority. Under the general direction, implements the administration functions of the Flexible Services and RIDE Administration Divisions to insure that policies and goals of the Authority are being met with those established and within budget. Informs the Chief of Security & Operations regarding the operation of the Flex and RIDE Divisions. Addresses service problems and recommends long/short term solutions. Insures that contractual Authority policies and practices are followed. Oversees the discipline process ensuring consistent application and participates in the resolution of grievances. Meets with the Business Agent and other representatives of the Union to resolve issues, grievances, or disciplinary actions. Responsible for ensuring a sound customer service program committed to serving customers; researches and develops responses to passengers, community or other external inquiries. Establishes a rapport with local and state officials and agencies to promote the use of the State's Transportation Services. Leads the Department with a focus on improving the overall productivity, efficiency and effectiveness.

Essential Duties and Responsibilities:

- Responsible for oversight and direction for all Flexible Services and RIDE Administration Departments employees.
- Directs the safe and reliable provision of Flex bus services either internally or on the road; ensuring that service is met.
- Provides overall policy direction and enforcement of safety guidelines for Flex Operators.
- Establishes goals and policies to improve the performance of employees and the delivery of service.
- Monitors and provides guidance for all federal and state regulations regarding issues of concern to the Authority to insure regulations are met including all ADA related issues such as wheel chair lift failures and response time to the failed service.
- Meet with public and private officials when needed to discuss transit issues affecting the Authority.
- Correspond and meets with members of the public regarding complaints of service and to promote Paratransit and Flex Services.
- Meets with operators to resolve problems and rule violations and administers appropriate disciplinary action, including termination.
- Oversees the assignment of vacation weeks for all Paratransit employees.
- Receives and coordinates investigation of all customer complaints; assuring that a full investigation is conducted and appropriate follow-up is completed in a timely manner.
- Establish and maintain sound Labor-Management relations.
- Remain on 24-hour call for all types of emergencies and snowstorms.

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- Responsible for rendering proper notification of all Department heads in the event of emergency and/or unusual situations.
- Meet with members of staff to discuss daily service delivery.
- Conducts special projects and duties as assigned by the Chief of Security & Operations.
- Participates in safety committee and service review or designates an alternate para-transit member.
- Performs other related duties as assigned.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Basic Knowledge:

Must be a graduate of an accredited college or university with a Bachelors Degree in business or public administration, public sector planning, or closely related field. A Master's Degree is preferred. Must be highly organized, possess the ability to pay close attention to detail and work with frequent interruptions. Demonstrated managerial/leadership skills and problem solving/analytical capability. Must have excellent decision making skills and the ability to effectively communicate both orally and in writing. Must possess excellent customer service skills and be competent in Microsoft Office PC applications as well as the ability to quickly adapt to new computer programs as introduced to RIPTA.

Experience:

An in-depth knowledge of RIPTA's Paratransit and RIDE operations and labor agreements. A minimum of ten (10) years working experience in deployment of personnel and required equipment. Experience in governmental/quasi public sector preferred. Previous experience in a supervisory position preferred.

Consideration will be given to any combination of qualification requirements.

Independent Action:

Able to oversee the daily operations with little to no supervision. Performs within prescribed guidelines in accordance with departmental policies/practices.

Supervisory Responsibility:

Director of Paratransit Services
Ride Operational Employees
Ride Administration Employees
Operations Coordinators