

**Intercity Transit**  
**JOB TITLE: Vanpool Manager**

<b>BAND</b>	<b>GRADE</b>	<b>SUBGRADE</b>
C	4	4
<b>DEPARTMENT:</b> Operations	<b>DIVISION:</b> Vanpool Services	<b>FLSA STATUS:</b> Exempt
<b>SUPERVISION RECEIVED FROM:</b> Operations Director	<b>SUPERVISION EXERCISED OVER:</b> Vanpool Coordinator Commuter Services Assistant	<b>PAY GRADE:</b> C44
<b>SUMMARY:</b> Plans, organizes and manages Vanpool, Rideshare and Community Van programs. Responsibilities include Rideshare services, Community Van Services and administering the surplus Van Grant program. Provides guidance in the operation of vanpool services and vanpool fleet management.		
<b>DISTINGUISHING CHARACTERISTICS:</b> Performs the most complex, professional program activities related to managing vanpool operations. Supervises Vanpool Coordinators, Commuter Services Assistant and volunteer program participants.		
<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)	<b>FRE-QUENCY</b>
1.	Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring employees follow policies and procedures; and, making hiring, termination, and disciplinary decisions and recommendations.	Daily 10% (B3)
2.	Manages vanpool fleet operations and community van program; develops and implements policies to increase vanpool service efficiency; directs screening, processing and approval of vanpool and village van volunteers; supervises instruction team for vanpool driver orientation and training programs, conducts accident/incident/complaint investigations and determines appropriate action. Establishes training for volunteer drivers in risk management standards.	Daily 30% (C4)
3.	Supervises the operations for regional ridematch program, ensures contractual requirements are met and database is maintained and accurate. Develop, identifies, recommends and implements policies and procedures for ridematch and vanpool module; develops performance standards.	Daily 5% (C4)
4.	Plans and implements service improvements; investigates and resolves complaints regarding services and program personnel. Creates and implements division policies, procedures and controls to ensure safe and efficient operational activities and adherence to established service, budget and customer satisfaction standards. Documents resolutions using customer comment software.”	Weekly 5% C4

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5.	Supervises vanpool risk management issues for Operations department's volunteer drivers in order to prevent accidents, reduce costs and reduce Agency liability exposure; develops and implements risk management standards.	Monthly 15% (C4)
6.	Manages the operations of the Community Vans program. Develops means to regularly obtain feedback from passengers to evaluate the effectiveness of the service; assesses new usage needs as they emerge; develops screening, processing and approval of volunteer drivers; develops volunteer driver training; oversees monthly records and data collection; and plans and establishes usage policies.	Monthly 10% (C4)
7.	Prepares and develops annual program budget; monitors and approves expenditures in accordance with Agency policies and principles of sound fiscal management. Develops and maintains analytical tools for audit and control of division programs.	Monthly 5% (C4)
8.	Supervises staff assisting volunteers in areas of conflict resolution, emergency response procedures, and liability insurance claims. Develops and implements the van fleet expansion and replacement schedule. Prepares grant applications and supporting documentation, submits grant reports, prepares reimbursement requests and ensures compliance with grant conditions.	Monthly 5% (C4)
9.	Represents the agency with area employers, customers, other public agencies, contractors and the public; makes presentations to Intercity Transit Authority as well as external groups or conferences. Attends and makes presentations at various external conferences and events at state, regional and national levels. Performs outreach and education services on committees as required.	Quarterly 5% NB
10	Performs vanpool marketing activities in coordination of the Marketing and Communications Division, including promotions and advertising, helps identify potential vanpool markets; produces external/internal printed pieces. Represents the Agency at public events. Works with employers and employee transportation coordinators to facilitate vanpool start-ups. Works to promote and implement programs encouraging the use of Agency services; promotes and distributes program material to customers and potential customers.	Annually 5% (C4)

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11.	Develops vanpool fares, determining costs of program and fare structure to reflect usage and recovery. Manages public processes including public hearings and notification.	As Required (C4)
12.	Performs other duties of a similar nature or level.	As Required
13.	Must meet regular time and attendance standards.	Always

**Knowledge** (position requirements at entry):

Knowledge of:

- Supervisory principles and practices;
- Applicable Federal, State, and Local laws, rules, and regulations;
- Customer service principles;
- Basic risk management principles;
- Vanpool programs;
- Program management principles;
- Budgeting principles and practices;
- Commute trip practices;
- Regional ridematch system;
- Defensive Driving techniques;
- Conflict resolution techniques.

**Skills** (position requirements at entry):

Skill in:

- Monitoring and evaluating subordinate staff and volunteers;
- Developing and implementing vanpool program standards and procedures;
- Performing vanpool marketing activities;
- Conducting risk management activities related to vanpool;
- Preparing reports;
- Preparing and giving presentations;
- Developing and administering budgets;
- Providing customer service;
- Conducting research;
- Handling multiple tasks simultaneously;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to exchange or convey information and to receive work direction.

**Training and Experience** (position requirements at entry):

Bachelor's Degree in Business Administration or related field and five years of experience in transportation or vanpool programming; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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**Licensing Requirements** (position requirements at entry):

- Washington Driver's License.

Must be able to obtain:

- National Safety Council Defensive Driver Training Certification.

Must submit to criminal background check the results of which must meet hiring criteria for the role.

**Physical Requirements:**

Positions in this class typically require: climbing, reaching, driving, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**NOTE:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

**Classification History:**

Draft prepared by Fox Lawson and Associates LLC (LM)

Date: 8/05/04

Revised: 6/1/09 + background ✓'s; CDiRito

Revised: 9/16/2011 Comp Class Review: HR

Revised- Appeal 10/28/2011 CD