



Job Posting: Driver Operations Manager

(Open to internal employees only)

Location: Live Oak, Florida

Department: Operations

Employment Type: Full-Time

Salary Range: TBD

Closing Date: Friday, November 21, 2025, by 5pm

****This posting is open exclusively to internal employees of SVTA. External applications will not be considered.**

About the Position

We are seeking a highly motivated and experienced **Driver Operations Manager** to join our team. This leadership position is responsible for overseeing all daily driver operations to ensure the delivery of safe, reliable, and ADA-compliant transportation services for riders with disabilities and mobility challenges.

The ideal candidate is a strong communicator, a proactive problem solver, and an experienced supervisor capable of supporting drivers while maintaining high safety and operational standards. This role works closely with dispatch, scheduling, customer service, and maintenance teams to ensure consistently high service performance.

Key Responsibilities

Driver Supervision & Leadership

- Supervise, mentor, and support paratransit drivers to ensure safe, professional service.
- Conduct evaluations, ride-alongs, and corrective action processes.
- Participate in interviewing, hiring, onboarding, and training new drivers.
- Foster a positive, safety-focused work culture.

Operational Oversight

- Manage daily assignments, routes, and schedules to ensure adequate trip coverage.
- Work with dispatch and scheduling to address service disruptions and staffing needs.
- Monitor on-time performance, trip efficiency, and other service metrics; implement corrective actions when needed.
- Respond to operational emergencies and field incidents.

Safety & Compliance

- Ensure compliance with ADA requirements, FTA regulations, and agency safety policies.
- Oversee training related to wheelchair securement, passenger assistance, defensive driving, and safety protocols.
- Investigate accidents, incidents, and complaints; document findings and follow up appropriately.
- Maintain driver qualification files and compliance documentation.

Customer Service & Rider Support

- Ensure drivers deliver courteous, ADA-sensitive service to riders with disabilities.
- Work with customer service staff to address rider concerns and special accommodations.
- Support customer service standards and monitor service quality.

Administrative & Reporting

- Maintain accurate attendance, payroll, scheduling, and performance documentation.
- Track service performance metrics including on-time performance and missed trips.
- Prepare operational reports and support audits and compliance reviews.
- Assist with budgeting, workforce planning, and operational improvements.

Interdepartmental Coordination

- Act as liaison between drivers and internal departments such as dispatch, scheduling, customer service, safety, and maintenance.
 - Communicate operational changes and performance expectations clearly and consistently.
 - Participate in leadership meetings and contribute to strategic planning.
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Minimum Qualifications

- High school diploma or equivalent (GED).
 - 3+ years of experience in public transit, paratransit, or transportation operations.
 - 1–3 years of supervisory or management experience in operations or transportation.
 - Knowledge of ADA paratransit requirements and accessible transportation best practices.
 - Valid driver's license with a clean driving record.
 - Strong leadership, communication, and problem-solving skills.
 - Ability to work flexible hours including early mornings, evenings, weekends, or during emergencies.
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Preferred Qualifications

- Associate or bachelor's degree in Transportation, Business, Public Administration, or related field.
- CDL with Passenger (P) endorsement (preferred but not required).
- Experience using paratransit scheduling/dispatch software (e.g., CTS, Trapeze, RouteMatch).

- Public-sector, unionized, or municipal transportation experience.
 - Knowledge of FTA compliance, safety audits, and transit regulatory requirements.
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Benefits

Our organization offers a comprehensive benefits package, which may include:

- **Medical, dental, and vision insurance**
 - **Member of the FRS Retirement plan** with employer contributions
 - **Paid vacation, sick leave, and holidays**
 - **Life insurance and disability coverage**
 - **Professional development and training opportunities**
 - **Uniform or work attire allowance** (if applicable)
 - **Transit or commuter benefits**
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Equal Employment Opportunity (EEO) Statement

We are an **Equal Opportunity Employer** and are committed to creating an inclusive, diverse, and respectful workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, gender identity or expression, sexual orientation, age, disability, genetic information, veteran status, marital status, or any other characteristic protected by law.

We strongly encourage women, people of color, individuals with disabilities, veterans, and members of the LGBTQIA+ community to apply.

Drug & Alcohol-Free Workplace

We maintain a **Drug & Alcohol-Free Workplace** in compliance with all federal, state, and local regulations, including applicable FTA drug and alcohol testing requirements (49 CFR Parts 40 and 655). All employees in safety-sensitive positions are subject to pre-employment, random, reasonable suspicion, and post-accident testing. Compliance with these policies is a condition of employment.