

MEADOWLANDS TRANSPORTATION BROKERAGE CORPORATION

Position Description

- Position Title:** Regional Manager – Monmouth County
- Reports to:** Assistant Executive Director
- Coordinates with:** Other Regional Managers, marketing and accounting departments
- Positions Supervised:** All staff and team members at Eatontown
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Summary of Work Environment and Work Performed:

The Regional Manager (Monmouth County) will be an integral contributor to the shaping of Meadowlink's future in Monmouth County and help achieve our ambitious growth plans. As the primary lead for Meadowlink in Monmouth County, the Regional Manager will be responsible for growing all our programs and services in Monmouth County.

Our office in Monmouth County currently has 4 staff members, 15 drivers, and 3 volunteers. The fleet comprises of 2 minibuses, 8 sedans/minivans, and 4 vehicles for clients with reduced mobility. Our programs and services include the following:

1. Transportation for Clients with Reduced Mobility: This is the largest Meadowlink program at Eatontown providing about 1,000 rides/ month. Additionally, there is an increasing demand from NJ Division of Developmentally Disabled (NJ DDD) clients and this program is poised for rapid growth.
2. Senior Transportation: The *Community Cars* program currently provides about 200 rides/ month and its potential is yet to be fully developed.
3. Shuttle Services: Meadowlink currently operates only one shuttle program in Monmouth County using two mini-buses. This program requires to be developed as it has significant scope for growth.
4. EZ Link: This program provides transportation to welfare clients at Monmouth County.
5. Carpool & Vanpool Program: While these services are being offered, this program requires to be properly developed to serve the residents and businesses of Monmouth County.

SPECIFIC DUTIES / RESPONSIBILITIES

GROWTH RESPONSIBILITIES

1. Grow the programs
 - a. Expand the programs serving their target clients respectively and finding ways to make them more efficient.
 - b. Identify new sponsors, clients and partners among public agencies; community organizations; organizations like senior centers and healthcare centers; home owners associations and employment centers.

- c. Recruit volunteers, drivers and associates, as needed, to sustain the growth.
2. Increase ridership
 - a. Optimize utilization of our existing fleet by filling their empty seats and adding new vehicles based on need and availability of funds.
 3. Funding
 - a. Identify new funding resources to ensure growth and financial viability of existing programs.

MANAGEMENT AND LEADERSHIP RESPONSIBILITIES

1. Manage the team members and their professional development.
 - a. Recruit, train and develop each member of the staff to become an efficient, productive, and knowledgeable associate.
 - b. Know the tasks of each person in the office and maintain the capability to perform most of them, if needed.
 - c. Track performance of all staff members and provide ongoing counseling to build an effective team of highly motivated performers
 - d. Regularly communicate standards and expectations to each member of the team.
2. Maintain and nurture relationships with organizations providing any kind of support or volunteer drivers.
3. Monitor the KPIs and results to meet the program goals.
4. Other management and supervisory tasks as assigned.

OPERATIONAL RESPONSIBILITIES

1. Oversight and management of day-to-day operations at Monmouth County
 - a. Direct and coordinate the activities of employees, volunteers and other resources engaged in the delivery of services
 - b. Modify work schedules and assignments for all staff members, drivers and volunteers, as may be necessary to meet the business needs
 - c. Ensure rider schedules are prepared using PtMS (scheduling/dispatch software) and communicated in a timely manner. Develop the expertise
 - d. Ensure timely preparation of ridership reports and invoices.
 - e. Record keeping of clients, drivers and vehicles
 - f. Report ridership and other program details for weekly meetings at Eatontown and Wood-Ridge
 - g. Manage program execution to ensure adherence to budget, schedule, and scope.
 - h. Manage vehicle fleet at Eatontown ensuring optimum utilization and maintenance
 - i. Ensures compliance with federal, state and local rules and regulations
 - j. Ensure fleet maintenance is properly coordinated and carried out
2. Maintain client and/or partner relationships
 - a. Monitor and track program milestones and deliverables.
 - b. Sustain appropriate client and partner responses with the highest customer service attitude.
 - c. Achieve agreed upon project deliverables ensuring adherence to the quality standards of both Meadowlink and our clients and partners.
 - d. Attend coordination meetings with clients and partners.
3. Reporting and documentation
 - a. Collecting, analyzing, and summarizing information and trends;
 - b. Prepare weekly, monthly and annual status reports

KEY PERFORMANCE INDICATORS or KPIs:

1. Number of clients served
2. Number of rides provided
3. Number of proposals submitted
4. Number of marketing events organized
5. Cost per ride
6. Profitability of the program

DESIRED EDUCATION, SKILLS AND WORK EXPERIENCE

EDUCATION:

Bachelor's degree, preferably in management or marketing

WORK EXPERIENCE:

1. Minimum 5-years management / leadership experience in transportation industry
2. Must have demonstrable experience of building relationships with supervisors, peers and subordinates
3. Successful track record in understanding and managing budgets
4. Knowledge of HR policies and procedures, including interviewing, recruitment and progressive discipline
5. Must be a self-starter able to deliver results without supervision
6. Demonstrable ability to build and motivate team of effective employees
7. Ability to professionally interact with managers and directors at client companies and/or municipal/county agencies

SKILLS REQUIRED:

1. An attitude and willingness to do what it takes to get the job done right
2. Must be proficient in Microsoft Office
3. Knowledge of any scheduling and dispatch software will be a plus.
4. Excellent communications skills, both oral and written
5. Excellent organization, time and project management skills
6. Knowledge and familiarity with Monmouth County and surrounding areas
7. Good work ethics and high integrity
8. Ability to effectively communicate with stakeholders
9. Ability to lead employee meetings and orientation of new hires
10. Ability and track record of leading with personal example

SALARY AND COMPENSATION:

1. Competitive salary based on experience, skills and education
2. We offer full suite of benefits including paid time off, health, dental and vision plans; retirement plan; company paid life insurance, disability insurance – long and short term.

HOW TO SUBMIT YOUR APPLICATION:

Please email your resume and cover letter to agupta@ezride.org; or fax: (201) 939-2693.