

February 3, 2021**RECRUITMENT ANNOUNCEMENT
CONTRACTED SERVICES MANAGER****SALARY RANGE:
\$81,126.74 - \$115,667.34
PLUS EXCELLENT BENEFITS PACKAGE****OPEN UNTIL FILLED****JOB SUMMARY:**

Under the administrative direction of the Director of Operations, the Contracted Services Manager performs a wide variety of considerably complex duties, including managing services and contractors for all contracted services modes. Those services include Cherriots LIFT (ADA paratransit), Cherriots Regional (rural services), Cherriots Shop and Ride (shuttle and dial-a-ride), and the Cherriots call center. This position will manage projects to improve the performance of the contracted services programs through data analysis, contract management, technology, and process improvement. In cooperation with the Information Technology Department, this position will plan and implement upgrades to scheduling and dispatch systems. Additionally, this position manages contracted services customer service program and direct customer feedback, in partnership with contractors.

ESSENTIAL JOB FUNCTIONS:

Serves as the District's ADA Compliance Coordinator; reviews all ADA-related complaints and provides guidance for resolution.

Develops and implements operational and resource strategies that provide cost-effective, high quality services that meet requirements of the ADA, the needs of the District, and its customers.

Oversees and manages transportation and call center service contracts. Manages the development of contract specifications and requirements for contract solicitation. Works with the Maintenance Department to oversee fleet replacement and expansion.

Analyzes operational issues through synthesis of multiple data sources that include software data, customer service information, geographic data, performance statistics, operator/employee feedback, and peer information. Reports analytical and research results to internal and external audiences.

Monitors contract compliance; develops and coordinates various compliance and tracking processes and systems; documents findings; distributes information to key District personnel and contract providers; resolves issues between contractors and the District.

Compiles, analyzes and reports customer contact information both to the District personnel and contracted providers.

Makes presentations to promote the use of the District's contracted services programs.

Develops and monitors Contracted Services Department budget and various funding sources related to transportation delivery.

Provides other assistance and support to the Director of Operations, as needed.

REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS:

Extensive knowledge of federal and state regulations related to contract administration.

Considerable knowledge of ADA laws, regulations, policies, standards, and procedures related to transportation services.

Considerable knowledge of techniques used to assist passengers requiring special mobility needs during transportation.

Considerable knowledge of safety-related principles and practices utilized in paratransit operations.

Considerable knowledge of sound administrative and supervisory practices.

Ability to communicate, both orally and in writing, with other employees and the general public, in a clear, concise, and logical manner.

Ability to communicate effectively before groups.

Ability to collect, analyze, and interpret data and recommend sound policies and practices based on that data.

Ability to act as a positive representative of the District and interact with the general public using courtesy, tact, and good judgment.

Ability to work cooperatively with others, be respectful of co-workers, and promote teamwork.

Ability to maintain confidential information.

Ability to be self-starting and proactive.

Ability to monitor budget expenditures and make recommendations for cost savings.

Ability to perform job functions in a safe manner.

Skill in using personal computers, Window-based word processing and spreadsheet applications; ability to rapidly become proficient in using computer system for statistical analysis; ability to rapidly become proficient in using paratransit software.

REQUIRED EDUCATION AND EXPERIENCE:

Bachelor's degree in business administration, public administration, transportation, or related field;

Five (5) years demonstrated experience in public or private transportation, with three (3) years of supervisory experience in contract management, bus transportation, or paratransit operations.

Experience in a demand response transit program within an ADA-regulated environment, serving seniors and/or people with disabilities desired.

OR

Any satisfactory equivalent combination of related experience and training that provides required knowledge, abilities, and skills.

SPECIAL REQUIREMENTS:

Ability to obtain and maintain a valid Oregon Class C driver's license and driving record, which demonstrates adherence to safety and traffic laws and regulations.

No criminal conviction which may, in the sole judgment of the District, constitute a threat to property or the safety of others.

WORKING CONDITIONS:

Working environment varies from usual office working conditions to being on the road and occasionally outdoors.

Must drive frequently to monitor contractual matters or to attend meetings.

THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED BY EMPLOYEES ASSIGNED TO THIS JOB CLASSIFICATION. THIS DESCRIPTION DOES NOT INCLUDE OTHER OCCASIONAL WORK THAT MAY BE ASSIGNED THAT WOULD BE SIMILAR, RELATED, OR A LOGICAL ASSIGNMENT TO THE POSITION.

TO APPLY:

Please submit the application and supplemental questionnaire to our Administration Office. To obtain an application:

- ❖ Internet: You may download application materials in Microsoft Word format (.doc) or Adobe Acrobat format (.pdf) from the Salem Area Mass Transit District's Careers page. Refer to specific current job opportunity of interest for application materials. Website: www.Cherriots.org/careers.
- ❖ By Telephone: You may request that an applicant packet be sent to you by calling the Human Resources Department at 503-588-2424. Application materials will be sent via U.S. Mail. Office hours are 8 a.m. to 5 p.m., Monday through Friday.
- ❖ By U.S. Mail: Application materials may be requested via U.S. mail.

Mail to: Salem Area Mass Transit District
Human Resources Department
555 Court St NE, Suite 5230
Salem, OR 97301

OR

Email to: Recruitment@cherriots.org

Resumes in lieu of original official District application form will not be accepted. Applications may be submitted in person, by email, by fax or by mail; however, Salem Area Mass Transit District is not responsible for lost or delayed mail.

AN EQUAL OPPORTUNITY EMPLOYER

NOTE: Under the provisions of the Immigration Reform and Control Act of 1986, Salem Area Mass Transit District will require any person hired or rehired to provide evidence of identity and eligibility for employment.

Contracted Services Manager Supplemental Questionnaire

Thank you for applying for the Contracted Services Manager position with Salem Area Mass Transit District (Cherriots). As part of the initial screening for this position, candidates are asked to submit a written supplemental detailing the following:

- 1. Please provide examples of what you consider to be three critical aspects of establishing a contractual relationship between two different entities.**
- 2. Describe the most complex contract you have administered. What worked? What did not work?**
- 3. During the term of an active contract, what circumstances would trigger the need for legal review?**



SALEM AREA MASS TRANSIT DISTRICT
Non-Bargaining Employee Benefits

as of 7/1/2019

At time of hire

- **Medical and Prescription Insurance** with your choice of PacificSource or Kaiser Permanente; premium 100 percent paid by District
- **Vision and Hearing Insurance** with Ameritas; premium 100 percent paid by District
- **Dental Insurance** with Oregon Dental Service - MODA; premium 100 percent paid by District
- **HRA VEBA – Health Savings Account** – \$1000 provided by District annually
- **Employee Assistance Program**
- **Paid Holidays** - *New Year's Day | Martin Luther King Jr. Day | Presidents Day | Memorial Day Independence Day | Labor Day | Veterans Day | Thanksgiving Day | Christmas Day*
- **Vacation Leave** - Accrued bi-weekly according to a schedule of years of service, starting at 0-2 years of service | 3.08 hours bi-weekly | 10 days / year
- **Sick Leave** - 3.70 hours, accrued bi-weekly
- **Unused Sick Leave Cash-out at Retirement** - separation based on hours accrued and length of service
- **Universal Bus Pass** - Eligible on date of hire for employees to ride Cherriots buses for free

After six months

- **Long Term Disability Insurance** - Regence Life & Health Insurance Company premium 100% paid by District
- **Life Insurance, Accidental Death and Dismemberment Insurance** - Regence Life & Health
 - District pays 100% of premium costs
 - \$50,000 Life Insurance Policy for employee; \$2,000 Dependent Life for Spouse; \$1,000 Dependent Life for Children
- **Family Bus Pass** - For eligible dependents to ride Cherriots buses for free

Employee Retirement Plans

- **401(a) Money Purchase Plan** (Defined Contribution Plan)
 - District contributes 10% of employee's earnings
- **Floor Offset** (Defined Benefit Retirement Plan) - based on formula

MORE
BENEFITS 



SALEM AREA MASS TRANSIT DISTRICT
Voluntary Employee-Optional Benefits
(Employee Funded)

- **Voluntary Supplemental Life Insurance**
 - Guaranteed Issue of \$100,000 employee; \$10,000 spouse
- **Deferred Compensation Plan – ICMA Retirement Corporation**
 - Payroll deduction
 - Employee self-contribution
- **LegalShield® and IDShield™**
 - Payroll deduction
- **Cafeteria Plan - Flex Spending Account**
 - Payroll deduction

NOTE:

This is only a summary of benefits provided by Salem Area Mass Transit District for employees and dependents and should not in any way be construed as the full information on these benefits. For further details and requirements, please refer to Personnel Policies and Contracts of Insurance.