

**Town of Great Barrington, Massachusetts**

The Town of Great Barrington seeks a full-time (40 hours/week) Microtransit Program Director to manage the "TriTown Connector," the Town's Microtransit program.

The Director works under the supervision of the Assistant Town Manager/Director of Planning and Community Development. Responsibilities include but may not be limited to the following:

- Manage service planning activities for the Microtransit program;
- Determine budget, fares, service levels for the Microtransit program;
- Manage and determine operational logistics (zone boundaries, hours of operation, software, vehicle usage);
- Manage and update the Operations Manual for the Microtransit system;
- Forecast labor requirements based on demand;
- Write the weekly schedule and ensure sufficient coverage while remaining within the labor budget;
- Ensure employees are properly trained;
- Manage employees, including tracking and reporting employees' time for accurate payroll;
- Manage and develop annual program budget;
- Write and gather necessary support for grant applications supporting the Program – imperative for long-term Program success;
- Ensure appropriate procurement policies & documentation for purchasing;
- Coordinate with local organizations to create partnerships and boost ridership, manage reporting for state and federal funding;
- Interview job candidates and make hiring recommendations to the Town Manager;
- Directly manage the department with 18-24 staff members through coordination with the Microtransit Operations Manager, Assistant Operations Manager, and Evening Supervisor;
- Oversee the Reporting Coordinator to ensure accurate monthly reporting for local, state and federal funding;
- Manage on-site operations at least two mornings per week to maintain relationships with operators and supervisors;
- Work with the Operations Manager and Assistant Operations Manager to become aware of and resolve any operational issues quickly and effectively;
- Similar duties as required;
- Works with the TriTown Connector Advisory Board to accomplish the program's and member Communities' goals.

All of the above shall be conducted and executed in close coordination with the Council on Aging/Senior Center Director. Duties may be revised based on the program, available funding, and the employee's performance. Salary range: \$62,000 - \$70,000 depending on experience.

- Transit operations experience required.

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- Bachelor's degree in a related field (e.g., urban planning, civil engineering, public policy, business) highly desired; Master's degree preferred
- 3-5 years of experience in a management or program director role highly desired
- Strong knowledge of budgeting principles and financial management
- Excellent supervisory skills, including the ability to provide guidance, support, and feedback to staff members
- Proven track record in grant writing and program development
- Strong administrative skills, including proficiency in Microsoft Office Suite

If you are a motivated individual with a passion for making a difference in the lives of others, we encourage you to apply for the position of Program Director. We offer competitive compensation packages, including benefits such as health insurance, retirement plans, and professional development opportunities. Join our team today and help us create meaningful programs that positively impact our community. Apply via [Indeed](#).