

Job Title: PAATS Program Manager – Senior & Paratransit Services

Reports To: PAATS Board

FLSA Status: Non-Exempt, Part Time (average 20 hours per week)

Pay Range: \$18 - \$24 per hour

Position Summary

The Program Manager for Pointe Area Assisted Transportation Service (PAATS) is responsible for the planning, administration, and oversight of a municipally sponsored specialized transportation services serving seniors and adults with disabilities. This position ensures the safe, efficient, and compliant delivery of demand-response ADA paratransit services in accordance with Federal Transit Administration (FTA) regulations, Americans with Disabilities Act (ADA) requirements, and Michigan Department of Transportation (MDOT) guidelines. The Transit Program Manager provides operational leadership, manages financial record keeping (A/R, A/P, payroll, etc.), manages budgets and grant-funded programs, oversees staff and contractors, and serves as a liaison between the PAATS board, funding agencies, and the public.

Essential Duties and Responsibilities

Program Management and Operations

- Manage the municipal senior transportation and ADA paratransit transit program.
- Supervise daily operations of demand-response services, including service policies, eligibility determinations, scheduling, dispatch, and trip prioritization.
- Monitor operational performance indicators, including on-time performance, trip denials, productivity, safety incidents, and customer satisfaction.
- Recommend and implement service improvements to enhance reliability, accessibility, and cost efficiency.

Regulatory Compliance and Risk Management

- Ensure compliance with all applicable federal, state, and local requirements, including ADA, FTA regulations, Title VI, drug and alcohol testing, safety management systems, and MDOT transit program requirements.
- Maintain required documentation, certifications, policies, and operating procedures.
- Prepare for and participate in MDOT reviews, FTA triennial reviews, audits, and compliance monitoring activities.
- Identify operational, financial, and compliance risks; advise and implement approved corrective actions.

Budgeting, Grants, and Financial Administration

- Develop, administer, and monitor program budgets in accordance with municipal budgeting practices.
- Manage grant-funded programs, including FTA Section 5310 and other MDOT-administered transit funding sources.
- Prepare grant applications, project narratives, reimbursement requests, and required financial and performance reports.
- Track expenditures to ensure allowability, proper cost allocation, and compliance with grant conditions.

Personnel and Contractor Oversight

- Supervise, train, and evaluate staff.
- Participate in municipal procurement processes, including preparation of RFPs, bid evaluations, contract negotiations, and contract administration.

Planning, Data Analysis, and Reporting

- Analyze ridership, service demand, and demographic data to support service planning and policy decisions of the board.
- Develop and recommend program policies related to fares, eligibility, service areas, hours of service, and customer appeals.
- Prepare reports, dashboards, and presentations for municipal leadership, governing bodies, MDOT, SMART, and other stakeholders.
- Support coordination with regional transit providers, councils of governments, and human service agencies.

Community and Stakeholder Engagement

- Serve as a point of contact for seniors, individuals with disabilities, caregivers, advocacy groups, and service partners.
- Represent the organization at advisory committee meetings, public hearings, and regional transportation forums.
- Respond to service complaints, ADA appeals, and public inquiries in a timely, professional, and customer-focused manner.
- Promote coordination among municipal departments and external partners to improve community mobility options.

Required Qualifications

Education and Experience

- Experience in public transit, senior transportation, paratransit, or municipal program management.
- Experience administering grant-funded programs and managing public-sector budgets.

Knowledge, Skills, and Abilities

- Strong leadership, supervisory, and contract management skills.

- Excellent written and verbal communication skills, including preparation of reports for public bodies.
- Strong MSOffice skills, especially MS Word, MS Excel, MS Outlook, MS One Drive
- Experience with payroll service providers such as ADP
- Experience with financial software, QuickBooks particularly, QBooks Online preferred.
- Ability to analyze operational and financial data and recommend service improvements.

Preferred Qualifications

- Experience with transit scheduling or trip management software.
- Experience working within a Michigan municipal government or MDOT-funded transit program.
- Knowledge of coordinated human services transportation or mobility management.
- Professional certification related to transit management or project management.
- Working knowledge of ADA paratransit requirements and FTA-funded specialized transportation programs.
- Familiarity with MDOT transit policies, procedures, and reporting requirements.
- Understanding of municipal operations, public-sector procurement, and governmental accounting practices.

Working Conditions

- Primarily office based.
- Occasional travel within metropolitan Detroit area required.

Physical Requirements

- Ability to sit, stand, and walk for extended periods.
- Ability to lift up to 25 pounds occasionally.