GOOSE CREEK TRANSIT
OFFICE MANAGER

Full-Time | Monday-Friday | 7:00 a.m.-3:00 p.m. | $18.00-$20.00 per hour

Are you an organized, dependable leader who enjoys keeping people, schedules, and operations moving in the right direction? Join The Hub on Smith as the Goose Creek Transit Office Manager and play an important role in supporting transportation services throughout our community.

About Us:

The Hub on Smith provides comprehensive services that promote independence, quality of life, and dignity. We work closely with our community to ensure that those we serve receive the best possible care, support, and resources.

What We Offer:

- **Leadership -** Take an active role in leading the day-to-day operations of the Goose Creek Transit office and supporting a team of Transportation Specialists/Client Coordinators.
- **Variety -** Work across dispatch, scheduling, customer service, billing, data management, staff coordination, and administrative operations. No two days in public transportation are the same.
- **Impact -** Help ensure reliable, professional transportation services for members of our community who depend on Goose Creek Transit every day.

About the Position:

The Goose Creek Transit Office Manager is a working supervisory position responsible for keeping the transit office organized, responsive, and running each day effectively.

You will directly supervise and support Transportation Specialists/Client Coordinators while overseeing daily dispatch and scheduling coordination, customer service, billing, data management, documentation, and office workflows. You will help train and coach staff, establish consistent office processes, resolve day-to-day scheduling and customer-service concerns, and maintain accurate transportation records.

This is also a hands-on position. The Office Manager maintains proficiency in dispatch and Transportation Specialist/Client Coordinator responsibilities and provides direct coverage during absences, breaks, high-volume periods, or other operational needs.

The ideal candidate is highly organized, communicates well, pays close attention to detail, and can balance leadership responsibilities with the demands of a fast-paced transportation office. Strong interpersonal skills, sound judgment, and the ability to solve problems while keeping staff and customers informed are important to success in this role.

Join us in our mission to celebrate and serve older adults to better our community. Apply today to join the The Hub on Smith team and help keep our community connected.

For more information and to apply, please visit our website at **www.thehubsheridan.org** or submit your cover letter and resume to **HR@thehubsheridan.org**.

Warm Regards,

Human Resources Department

GOOSE CREEK TRANSIT

OFFICE MANAGER

Title	Office Manager
Reports to	Transportation Manager
Supervises	Transportation Specialists / Client Coordinators
Hours	7:00 a.m. - 3:00 p.m.
Days	Monday - Friday
Employment Type	Full-time
Compensation	$18.00-$20.00 per hour

Position Summary

The Goose Creek Transit (GCT) Office Manager is a working supervisor responsible for the effective day-to-day administration of the transit office and direct supervision of Transportation Specialists/Client Coordinators. The position coordinates dispatch and scheduling, customer service, billing and data accuracy, documentation, and consistent office workflows.

The Office Manager serves as the primary point of coordination between the Transportation Manager and office staff and maintains proficiency in Transportation Specialist/Client Coordinator functions to provide direct coverage when operationally necessary.

Essential Job Functions

Office Leadership & Staff Supervision

- Provide direct day-to-day supervision of Transportation Specialists/Client Coordinators, including assigning and prioritizing work and coordinating office staffing and dispatch coverage.
- Train, onboard, coach, and provide feedback to office staff; participate in performance evaluations and address routine performance, workflow, and training concerns, escalating significant concerns to the Transportation Manager.
- Develop and maintain consistent office procedures and promote professional communication, teamwork, accountability, and effective problem-solving.

Dispatch & Scheduling

- Oversee daily dispatch and scheduling activities, including review of schedules, staffing, vehicle assignments, and scheduling tools for accuracy and service needs.
- Maintain proficiency in Transportation Specialist/Client Coordinator functions and provide direct dispatch or office coverage during absences, breaks, high-volume periods, emergencies, or other operational needs.
- Assist with scheduling conflicts, service disruptions, customer concerns, and service changes based on driver staffing, vehicle availability, maintenance, and other operational information.

Data, Billing & Administration

- Oversee accurate and timely transportation data entry in TripMaster and other required systems, including routine audits, correction of errors, and follow-up coaching or workflow improvements when recurring issues are identified.
- Coordinate GCT billing and applicable Medicaid administrative processes to ensure required information and documentation are complete, accurate, and timely.

- Review required transportation and financial records, including Bus Operator logs, tally sheets, cash documentation, customer records, purchase orders, invoices, and related administrative documentation.
- Maintain organized and accessible office records, forms, operator binders, vehicle documentation, supplies, and other administrative materials.

Customer Service

- Ensure office staff provide consistent, professional, respectful, and accurate customer service and communicate GCT policies and procedures consistently.
- Serve as the first level of escalation for customer concerns, scheduling questions, and service or policy issues that office staff cannot resolve.
- Provide direct customer service and office support as operationally necessary.

Operational Coordination, Safety & Compliance

- Maintain regular communication with the Transportation Manager regarding service needs, driver staffing, vehicle availability, maintenance impacts, scheduling concerns, safety issues, and other emerging operational needs.
- Receive and communicate operational changes needed for daily scheduling and office coordination and support changes directed by the Transportation Manager.
- Ensure required office, safety, security, transportation, and Fixed Route documentation is current, organized, and available, and that office staff follow established confidentiality, safety, training, and organizational procedures.
- Promptly communicate safety concerns, incidents, or potential compliance issues to the Transportation Manager and assist with required documentation, reporting, meetings, and training.

Knowledge, Skills & Abilities

- Strong leadership, organization, interpersonal communication, customer service, and problem-solving skills.
- Ability to supervise, train, coach, coordinate staff work, prioritize competing responsibilities, and recognize when issues require escalation.
- High attention to detail with strong written and verbal communication skills and a commitment to accurate documentation and confidentiality.
- Proficiency with Microsoft Office and the ability to learn and effectively use transit scheduling, dispatch, billing, and reporting software in a fast-paced office environment.

Minimum Qualifications

- High school diploma or GED required; associate degree or additional education in business administration, transportation, management, or a related field preferred.
- Minimum of 2 years of administrative, dispatch, transportation, customer service, or related experience preferred.
- Previous supervisory, lead-worker, training, or office-management experience preferred.
- Experience with scheduling, billing, data management, or transportation software preferred.
- Valid driver's license with a safe driving record.
- Ability to complete required organizational and transportation-related training and pass required background checks and drug/alcohol screening.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.