



JOURNEYS

The Road Home

TRANSPORTATION AND OPERATIONS MANAGER

Job Description

Job Title	Transportation and Operations Manager
Department	Operations
Reports To	Chief Operating Officer
Supervises	Transportation and Facilities Associates; and Assigned
Salary	Venders \$45,000-\$48,000

General Summary:

Under the general direction of the Chief Operating Officer (COO), the Transportation and Operations Manager is responsible for the effective oversight, maintenance, and strategic planning of the organizations' transportation and facilities assets. This role ensures that vehicles, building grounds and related systems operate efficiently, safely, and in compliance with regulatory standards. The Transportation and Operations Manager

works closely with the JOURNEYS Senior Leadership Team to safeguard the agency's facilities, vehicles, and equipment while seeking to ensure they are put to their highest and best use in support of the agency's objectives.

Overview:

The Transportation and Operations Manager is responsible for overseeing all facilities owned and/or operated by JOURNEYS. Transportation and Operations Manager is responsible for the upkeep and good working order of any physical plant, grounds and transportation equipment. The Transportation and Operations Manager will assist in the process to go out to bid for all vendor contracts related to assigned areas of responsibility and prepare summary and recommendations for consultation with the CFO. This position oversees the scheduling of all transportation responsibilities in consultation with the Clinical team in order to support client requirements. This job is fully in person at our facility in Palatine.

Ideal Requirements for Transportation and Operations Manager:

1. An Associate Degree or Bachelor Degree in non-profit administration/management or a complimentary field a plus
2. Two to three years experience in facility, transportation and office management or transferable skills
3. Technological competency as needed to manage building systems and equipment
4. Familiar with the communities within JOURNEYS service area
5. Ability to maintain appropriate boundaries with staff, volunteers, and clients in all circumstances
6. Good inter-personal skills, ability to relate well with persons from a variety socioeconomic and cultural groups.
7. Must have a positive and supportive attitude toward the agency and its overall success.
8. Must have the ability to think big picture with attention to detail, solve problems and have good relationship skills to maintain rapport with the staff, the clients and the community at large.
9. Subscription to and integration of the agency's core values of Respect, Teamwork, Mission-Driven and Commitment

Core Competencies:

1. Demonstrate effective communication skills
2. Adapt to changing work priorities
3. Maintain composure under stressful situations



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4. Maintain confidentiality
5. Apply common sense understanding to carry out duties
6. Take initiative in problem solving

Essential Functions:

FACILITIES MANAGEMENT | 40%

- Oversee day-to-day operations of all facilities, including maintenance, repairs, janitorial services, security services, and vendor management
- Supervise facilities associate (as needed)
- Develop and implement preventative maintenance plans for buildings and equipment
- Monitor costs incurred and develop recommendations for sustainability initiatives to reduce environmental impacts and operating costs
- Maintain agency administrative and vendor files
- Process all invoices and check requests for facility maintenance issues
- Maintain inventory, ordering, and purchase of facility supplies
- Donation Reallocation
- Oversee office equipment needs and vendor contracts
- Oversee the maintenance needs of all locations owned by JOURNEYS:
 - 1140 E. Northwest Highway, Palatine
- Maintain the landscaping, weeding and snow removal needs at all JOURNEYS
- Other duties as required to support the facility

TRANSPORTATION MANAGEMENT | 40%

- Oversight and management of transportation scheduling needs of clients, drivers, vendors, donors, and agency departments.
- Supervise all part-time transportation staff members to include hiring and training, risk management, and legal requirements
- Establish and maintain an equipment maintenance program to ensure assets are available
- Ensure all transportation policies and procedures align with safety
- Scheduling and coverage of schedule transportation needs
- Other duties as necessary

PROGRAM SUPPORT/ADMINISTRATIVE FUNCTIONS | 20%

- Coordinate and manage relationships with contractors, service providers, and vendors in support of agency programs
- Develop and provide Key Performance Indicator reporting as needed to communicate effectiveness of maintenance programs
- Other duties as required

JOURNEYS is a safe, inclusive workplace and encourages all who may be interested in the position to apply. We strongly encourage those with the following identities to apply: Black and indigenous people, Latinx people, other people of color, LGBTQIA+, women and non-binary people, people with disabilities, and others with lived experience of homelessness and/or as being part of marginalized communities. While we have a set of preferred qualifications listed, if you have other experience that you think is related, please apply and tell us about it.



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Note: The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. In addition, reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

This work is primarily sedentary and requires travel throughout the service area as well as within the greater Chicago areas. The work schedule varies depending on the needs and services of the organization. Evening and weekend work is necessary in order to attend meetings or to participate in events. This position will require exerting up to 40 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.