

To apply, please forward a cover letter (please indicate desired salary) and resume to KathyG@ErasWaukesha.org. Applications will be accepted until the position is filled.

Position Title: Business Manager, Find-A-Ride Network
Reports to: Executive Director, Eras Senior Network
Objective: Manage all aspects of the Find-a-Ride Network (FARN) operations and expansion
Hours: Up to 30 hours per week
Supervisory: When fully operational, staffing may include call center operators (2), business analyst (1)
Salary: Hourly, Range \$24 - \$27/hour, dependent upon experience

The Business Manager will oversee the implementation, evaluation, and expansion of a One Call-One Click transportation access system for transit-dependent individuals in Waukesha County. The Business Manager will work in a highly-collaborative environment (internal and external) to ensure that the system provides access to timely, safe, and accessible transportation. The Business Manager will oversee development and implementation of a sustainable business plan for FARN.

Skills needed:

- Business management, including understanding of different business and finance models, human resource management, budgeting, compliance with government regulations
- Project management, including timelines, budgets, meeting facilitation, ability to meet and exceed goals
- Operational acumen, including process flow, use of technology within process flow, conflict resolution, team-building
- Working in collaborations, including partnership building and management, conflict management, negotiation
- Communication, including timely and appropriate communication (written and verbal), professional presentation and meeting skills with a variety of audiences
- Commitment to mission, including empathy and compassion for customer populations (seniors, adults with disabilities, family caregivers)

Skills desired, but not mandatory:

- Understanding of specialized transportation, Waukesha County transportation systems
- Knowledge of federal government procurement process
- Experience with grant writing, specifically government grants and contracts
- Understanding of Collective Impact principles

Specific Responsibilities

One Call-One Click - Operations

- Daily oversight of One Call-One Click System:
 - Maintain centralized transportation telephone line and website
 - Ensure highest level of customer service
 - Ensure confidentiality and compliance with all other requirements
 - Oversee billing, scheduling, partnership/business agreements
 - Oversee client experience, including intake, ongoing ride requests
 - Develop and recommend policies and procedures as needed

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- Maintain knowledge and practice of federal procurement procedures and other compliance requirements
- Evaluate performance of system, employees
- Oversee communication plan for customer groups

FARN-Community Initiative

- Support the Eras as the backbone support for the Find-a-Ride Network, including:
 - Support Steering committee
 - Maintain a network of trust with key stakeholders (including but not limited to hospital and healthcare system care coordinators and patient navigators, transportation providers) through regular meetings and addressing concerns from stakeholders
 - Develop and manage partnerships agreements with transportation providers, healthcare partners and community partners
 - Develop and maintain a high level of knowledge of transportation system dynamics in Waukesha County and surrounding counties
 - Develop and monitor project management timeline(s) and metrics, ensure that the project(s) are on time and within budget
 - Manage all work groups for the Find-a-Ride project
 - Prepare and submit reports to all partners
 - Seek funding to support the Find-a-Ride project with Eras, Executive Director

Other

- Protect Privacy and maintain confidentiality of sensitive participant, employee, and agency information
- Support the agency's mission and values
- Attend staff meetings, appropriate continuing education opportunities, and other networking events
- Supervise interns and co-op students as needed
- Make necessary contacts with community training resources
- Maintain consistent communication with clients and volunteers
- Assist with other duties as requested by Eras Executive Director

Qualifications

- Undergraduate degree in related field (business, social work, human services, for example)
- Minimum 3 years' experience working with older adult and/or adult with disability population, supervisory experience strongly desired
- Strong project management and organizational skills, initiative, attention to detail, and thorough follow-through
- Strong written and verbal skills
- Excellent technology skills and analytical skills
- Effective listening skills. Care and compassion for clients of agency, and families of clients. Respect for confidentiality for all involved with Eras
- Sincere respect for diversity