

## General Manager

In operation since 1996, Berkeley Charleston Dorchester Rural Transportation Management Association d/b/a TriCounty Link is comprised of 9 regular fixed routes and 4 commuter routes that provide services to rural residents of Berkeley, Charleston and Dorchester counties. This position is located in in the small town of Moncks Corner and offers a relaxed working environment in a recently renovated building. The office is centrally located near local shops and restaurants. Moncks Corner is also a place for those that enjoy the many of the outdoor activities that the low country has to offer including hunting, fishing, hiking, boating and horseback riding in the surrounding forest, lakes and streams.

We have an opportunity in Moncks Corner for a full-time General Manager who will oversee the day-to-day operations of the agency to include managing operations, financial management, safety and training program. This position has a high degree of visibility where communication and collaboration are essential. The ability to work effectively with all levels of internal staff, Board Members and the general public is necessary to be successful in this role. Detailed responsibilities can be found in the job description.

### Qualifications:

- High school diploma or GED required.
- Bachelor's degree preferred.
- Five years of experience in a transportation related field with supervisory experience or other management environment.
- Experience in compliance with administrative policies and procedures, safety rules and government regulations under DOT, FTA, federal and state guidelines.
- Excellent verbal and written communication skills, strong organization skills, and the ability to communicate effectively before groups.
- Proficient with Microsoft Office products.
- Ability to learn agency software applications.
- Valid South Carolina driver's license and knowledge of Berkeley, Charleston and Dorchester Counties.

Salaries are commensurate with experience. Comprehensive benefit package includes State group health plan, South Carolina Retirement System, paid vacation and sick days, paid holidays, optional 401(k) and supplemental insurance benefits available.

**Qualified applicants please send your resume:**

**Email to:**

[robinm@bcdkog.com](mailto:robinm@bcdkog.com)

EOE

**Berkeley Charleston Dorchester  
Rural Transportation Management Association  
BCD-RTMA  
d/b/a TriCounty Link**

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**JOB DESCRIPTION**

Job Title: GENERAL MANAGER

Department: FINANCE AND ADMINISTRATION

Reports directly to: DEPUTY DIRECTOR OF FINANCE AND ADMINISTRATION

**JOB SUMMARY:** Under the general supervision of the Deputy Director of Finance and Administration, the General Manager will oversee the day-to-day operations of fixed, commuter, and demand response bus routes that provide service to the rural residents of Berkeley Charleston and Dorchester counties. The General Manager will be responsible for effectively managing the agency's operations, maintenance shop operations, financial management, asset management, safety and training program and oversight of staff. This position has a high degree of visibility where communication and collaboration are essential. The ability to work effectively with all levels of internal staff, Board Members and the public is necessary to be successful in this role.

**Essential Functions:**

**Operations:**

- Assist in development of policies, programs, and procedures for efficient operation of the transportation system. Ensures consistent application of policies and procedures.
  
- Monitors routes for passenger and vehicle utilization through clearly defined objectives and metrics.

Responsible for investigating, resolving and reporting all customer complaints. Coordinates with other staff members and vendors to resolve customer complaints. Acknowledge complaints in a timely manner; address complaints promptly and keep complainant informed throughout the process. File and maintain customer complaint documents and support

- Directs operation and maintenance of radio/tablet/video communication systems; reviews procedures; provides guidance to resolve technical problems.
  
- Oversee vehicle maintenance work orders and other decisions related to preventative and routine maintenance. Recommend purchases as budget allows. Files and maintains all maintenance records.
  
- Coordinates short term routes for community related needs.

Approved 12/4/2025

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**Financial Management:**

- Conducts analysis of routes and schedules for possible consolidation for increased efficiency and lower costs in conjunction with Planning staff
- Analyzes overtime costs and recommends cost control measures, reviews transportation budget allocations and funding sources.
- Oversee financial management to include fare box reconciliation. Responsible for operations metrics reporting and will evaluate trends to report problem areas.

**Human Resources/Safety and Training/Maintenance:**

- Enforces compliance with administrative policies, procedures, safety rules and government regulations. To include BCD Rural Transportation Management Association's Employment Policies and Procedures and the Operational Policies and Procedures Manual. Follows all Federal, State and Local laws and regulations.
- Provides supervision and leadership to agency staff. Evaluates and monitors performance through individual coaching, counseling and mentoring.
- Oversee/Ensure 100% preventive maintenance compliant and fleet utilization/rotation with the Admin/Maintenance Services Manager.
- Responsible for discipline and termination in conjunction with the Transit Manager, Admin/Maintenance Services Manager, and Deputy Director of Finance and Administration. May be requested to assist Transit Manager and Admin/Maintenance Services Manager with disciplines and terminations of assigned staff.

Approves bi-weekly payroll for processing for assigned staff

- Accountable for Safety program to include administration of the agency Substance Use, Abuse and Testing Policy. Maintains confidential employee safety files. Requests for Safety Performance History Records for prospective employees. Coordinates new hire physical and drug screens for all agency new hires.
- Plans, organizes and directs quarterly Safety Meeting with the Transit Supervisor.
- Primarily responsible for investigating cause of accidents, determines responsibility, take appropriate action based on findings and submit appropriate reports to Deputy Director of Finance and Administration and appropriate agency as needed.
- Coordinates work with other staff members as needed to provide smooth follow and exchange of information. Serves as back up to other staff members as needed.
- Perform other duties as assigned by the Deputy Director of Finance and Administration, Executive Director or designee

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