



JOB DESCRIPTION

COMPANY: Zero Emission Vehicle Cooperative (ZEV co-op or the Co-op)

POSITION TITLE: Operations Manager

REPORTS TO: ZEV co-op President (or Director if identified)

INDIRECT REPORTING: Coordinates with all department heads. (Administration, Communications, Member Experience)

SUPERVISES: Fleet Coordinator and SEH Coordinator.

LOCATION: Bainbridge Island, WA

OVERALL RESPONSIBILITIES: Responsible for the Operations of the Co-op. Supervises operating personally through team structure. Provide leadership, general management, and support of the Co-op's mission.

ESSENTIAL FUNCTIONS:

Safety

- Consider personal, office, vehicle, shop, and facility safety at all times.
- Adhere to operating procedures as described in co-op documents.
- Adhere to and support the practices in the co-op Safety Management System.
- Utilize PPE as appropriate and help identify any additional items needed.
- Support the co-op's Drug-Free requirement.
- STOP WORK - when a safety issue or concern is encountered.
- REPORT - any and all safety concerns.
- IMMEDIATELY ACT - to resolve any safety issues or concerns.
- FOLLOW UP - work with other team members to reduce / eliminate the likelihood of a reoccurrence.

Co-op Culture

- Participate in the cultivation of a diverse, positive, productive, and welcoming culture.
- Seek to embrace and advance the Co-op's mission to work cooperatively to achieve social, environmental, and economic outcomes that improve people's lives

Planning

- Participate in regular planning activities.
- Develop and update the annual Operations Plan.

Member / Participant Experience

- Seek to deliver the highest level of service to our members and participants.
- Greet all participants, members, vendors, visitors, and team members.
- Consider everyone throughout the Co-op as a unique and special individual.
- Participate in maintaining vendor and affiliate relationships.
- Strive for continuous improvements in the workplace.

Operations

Safety

- Function as the Co-op safety manager.
- Monitor and maintain the Co-op SMS (Safety Management System).

EV Operations

- Lead mobilization activities at new sites.
- Ensure day to day operations are conducted at the highest levels of safety and efficiency.
- Coordinate activities with other department heads as appropriate.
- Function as the supervisor of the operational team throughout the organization.

Fleet

- Manage and track all EV assets.
- Manage procurement and disposal of EV fleet.
- Manage EV lease agreements.
- Ensure that EVs are properly inspected, serviced, and maintained.
- Ensure fleet management and preventative maintenance systems are accurately utilized.
- Manage insurance claims.

EVSE

- Ensure that all EVSE are properly inspected, serviced, and maintained.
- Manage the procurement and installation of EVSE.

Host Sites

- Function as the primary contact with the Host Sites.
- Develop and maintain working relationships with all Host Site personnel.
- Respond to Host Site concerns in a timely manner with a high level of service.
- Carry out and maintain detailed records of routine site visits as needed.
- Manage Host Site Agreements.

Vendor and Subcontractor Relations

- Develop a list of preferred vendors and subcontractors.
- Develop and maintain high levels of vendor and subcontractor relations as relates to Operations.

Administrative

- Supervise the procurement activities of the Operations department.
- Develop and monitor the Operations budget.

Communications and Engagement

- Participate in Co-op events as appropriate.

Software

- Be proficient with Word, Excel, Outlook and GSuite.
- Be or become proficient with the car share software.
- Be or become proficient with Fleet Management software.
- Be or become proficient with Cloudboxx software.
- Be or become proficient with SmartSheets (or other project software).

Special Projects

- Assist with grant applications (as needed)
- Carryout other duties and special projects as assigned.

WORKING CONDITIONS: Work will be conducted indoors and outdoors. This job requires occasional operation and driving of a motor vehicle. Physical activities will include standing, walking, stooping, bending, kneeling, crouching, carrying, reaching, pushing, pulling, and twisting. This job requires finger dexterity, the ability to manipulate medium and small objects, and the ability to lift 50 lbs.

EDUCATION / LICENSES / SKILLS:

- Minimum requirement of an Associate's Degree (BA or BS preferred).
- Strong organizational, communications, and interpersonal skills.
- Knowledge of customer service.
- High computer literacy.
- Valid Washington state Driver's License.
- Ability to work closely with team members, managers, and effectively manage problems as they occur.
- Able to multitask, effectively manage time, and meet deadlines.
- Strong analytical and problem-solving abilities.
- Management, coordination, and leadership skills.
- The ability to use project management tools and manage documents and information.
- Maintain a positive mental attitude.

EXPERIENCE:

- Previous experience in Operations.
- Knowledge of EVs and EVSE.

- Prior carshare experience highly desired.
- Experience in project management, from conception to delivery.

ATTIRE: Pacific Northwest business casual. Adhere to the Co-op uniform and grooming standards to maintain a neat, clean, and orderly appearance.

PERSONAL PROTECTIVE EQUIPMENT(PPE): As Assigned.

ACKNOWLEDGEMENT:

I have read and understand this job description. I understand that if I'm an individual with a disability that I'm invited to self-identify such disability to the co-op so every effort can be made to provide reasonable accommodation to me.

Signed: _____ Date: _____