



Operations Manager Job Description

Purpose of Position

The Operations Manager manages all aspects of DMC's transportation program, ensuring the safe, efficient, and compliant travel of students and staff. This position coordinates transportation for student activities, field trips, and school events; DMC does not operate regular bus routes. In addition, this role provides operational/project support for IT, Facilities, and Safety departments to support DMC's expansion to our north campus, new facilities, and programs.

Position:

- Full-time, calendar year
- Salaried, exempt
- The weekly schedule is typically Monday through Friday, with occasional weekend/evening hours as needed to support transportation and project needs.
- Work location - Primary location is the DMC Timberline Campus at 13007 Douglas Parkway in Urbandale. Our buses are parked at DMC's north campus, a mile north, and this role will also work at the north campus accordingly.

Reports To: Managing Director of Operations

Director Reports: Bus Drivers

Qualifications:

- High School Diploma required; Bachelor's in business/operations/recreation preferred (or equivalent experience)
- CDL Class B with Passenger/School Bus endorsements - or obtain within 6 months;
- Knowledge of Iowa school bus/DOT regulations and compliance
- Experience in transportation logistics, fleet/driver management, or recreation operations preferred
- Basic automotive mechanics knowledge for maintenance/repairs
- Ability to physically lift up to 25 lbs regularly and up to 50 lbs occasionally
- Must be able to pass all required background checks, medical certifications, and training.
- Acceptable driving record as defined by DMC policy and applicable state and federal regulations.
- Professing believer in Jesus Christ as Lord and Savior and committed to growing in a relationship with Him.
- In agreement with the Des Moines Christian School Statement of Faith.
- In agreement with the Des Moines Christian School Biblical Convictions for Christian Education.
- Regularly attends and is actively involved in a church that affirms historic Christian orthodoxy (doctrine, faith, teaching, practice), consistent with the DMC Statement of Faith, through that church's public creed, confession, core beliefs, or statement of faith.



Professional Profile:

- Committed to the mission of DMC: *Equipping minds and nurturing hearts to impact the world for Christ.*
- Relates well to children and families with a heart for service and mission.
- Demonstrates spiritual leadership, integrity, and discretion in all matters.
- Utilizes critical thinking and problem-solving skills to make sound decisions under pressure and with minimal supervision.
- Demonstrates effective verbal and written communication skills and adapts communication style to suit different audiences.
- Demonstrates attention to detail and strong organizational skills.
- Dependable, flexible, and adaptable, able to respond effectively to changing schedules and needs.
- Maintains positive, effective relationships with employees, colleagues, and community partners.

Key Responsibilities:

Transportation and Fleet Management

- Manages DMC transportation fleet, including buses, vehicles, trailers, and utility vehicles, overseeing preventative maintenance schedules and repairs, and completing routine inspections and cleaning.
- Recruits, hires, trains, and supervises bus drivers.
- Ensures all transportation activities comply with federal, state, and local regulations, including Department of Transportation (DOT) and school policies.
- Coordinates transportation and schedules bus drivers for field trips, athletics, extracurricular activities, and special events, ensuring the timely arrival and dismissal of students.
- Partners with the Activities department to use Bound software as the central planning tool for scheduling and communication.
- Maintains accurate records of student ridership, vehicle maintenance, and driver assignments.
- Monitors daily transportation operations to ensure efficiency, punctuality, and adherence to policies.
- Serve as the primary point of contact for transportation-related inquiries.
- Supports and maintains positive relationships with contracted transportation providers, as applicable.
- Oversees the Volunteer Driver Application process.
- May occasionally fill driving vacancies.

Administrative & Financial

- Manages transportation budget, tracks and submits expenses, and assists with cost analysis and forecasting, including vehicle replacement planning.
- Leads state reporting requirements and maintains and updates transportation management systems, logs, and reports.
- All other duties as assigned.

General Operations & Project Support

- Serves as project support for assigned operational projects across IT, Facilities, and Safety & Security, planning, managing, and executing work with sound judgment and initiative to deliver results aligned with school priorities, timelines, and resources.
- Assists with the resolution of Facilities, IT, and Safety & Security tickets, providing hands-on support where needed and ensuring timely follow-through and communication.
- Perform other operational duties as assigned, with flexibility to respond to emerging needs and contribute broadly across multiple operational areas.