

**TO THE HONORABLE BOARD OF COMMISSIONERS OF BERRIEN COUNTY:** Your County Finance Committee respectfully recommends the adoption of the following:

**RESOLUTION**

**WHEREAS**, pursuant to Act No. 51 of the Public Acts of 1951, as amended, Berrien County is providing a local transportation program, Berrien Bus; and

**WHEREAS**, the contractor retained by Berrien County to provide operations management for the Berrien Bus program, Transportation Management, Inc., notified Berrien County that it will be terminating the existing third party operations contract effective June 30, 2020; and

**WHEREAS**, in order to continue Berrien Bus operations beginning July 1, 2020, on June 4, 2020, the Board of Commissioners passed Resolution F2006271 directing the Berrien County Community Development Department to provide internal operations staff for the Berrien Bus program consisting of the following new County employee classifications pursuant to Berrien County Admin Policy ADM-2050:

- Driver (G100)
- Dispatcher (G100)
- Maintenance Technician (G100)

**WHEREAS**, in order to complete the provision of internal operations staffing for the Berrien Bus program, it is necessary to create the following additional employee classification within the Community Development Department pursuant to Berrien County Admin Policy ADM-2050:

- Office Manager (G100)

**NOW, THEREFORE, BE IT HEREBY RESOLVED** that the Berrien County Board of Commissioners authorizes the County Administrator to create the Berrien County employee classification of Office Manager (G100) as described in the job description.

**Respectfully submitted,  
BERRIEN COUNTY FINANCE COMMITTEE**

\_\_\_\_\_  
Mamie L. Yarbrough, Chairperson

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Robert P. Harrison, Vice-Chairperson

\_\_\_\_\_  
Ezra A. Scott

\_\_\_\_\_  
Jon Hinkelman

RESOLUTION APPROVED AS TO FORM

Administrative _____	Date _____
Contracts Attached _____	
Corporate Counsel _____	Date _____
Contracts Attached _____	

## **BERRIEN COUNTY JOB DESCRIPTION**

**TITLE:** Office Manager

**DEPARTMENT:** Community Development Department

### **GENERAL SUMMARY:**

Under supervision of the Transportation and Planning Coordinator coordinates daily office and administrative tasks of the Berrien Bus operation. Assists Dispatchers and Operations Managers as necessary.

### **TYPICAL DUTIES:**

1. Oversees daily operations and performs administrative tasks to support operations staff.
2. Performs data entry and reporting using dispatch/scheduling software.
3. Creates operations staff schedules, track works hours and enters payroll information.
4. Tracks monthly billable hours and creates customer invoices.
5. Completes farebox reconciliation for drivers and makes bank deposits.
6. Receives and organizes invoices to be submitted for payment.
7. Maintains inventory and orders office supplies.
8. Performs all miscellaneous clerical tasks requested, including document preparation, filing and data entry.
9. Maintains accurate files and documentation to meet compliance requirements.
10. Performs other duties as may be required including but not limited to serving as backup Dispatcher and/or Operations Manager.

### **MINIMUM EDUCATION AND REQUIREMENTS:**

**Education:** High school diploma or equivalent. Additional course work in typing, bookkeeping or related field is preferred.

**Experience:** A minimum of five years clerical experience, which includes progressively more responsible experience. Supervisory experience is preferred.

**Desired:** Excellent communication skills, both verbal and written. Knowledge of various computer programs, including Microsoft Office Products. Ability to communicate effectively both verbally and by electronic communication. Must be able to prioritize, multi-task and function in a fast-paced environment. High degree of professionalism to interact with customers. Ability to accurately enter data into internal computer systems.

**Physical Requirements:** Ability to sit for extended periods of time. Ability to lift up to 15 pounds frequently. Ability to lift in excess of 15 pounds occasionally. Ability to kneel, bend and reach above shoulders occasionally.

This description is intended to describe the type and level of work being performed by a person assigned to this job. It is not an exhaustive list of all duties and responsibilities required by a person so classified.

Approved: \_\_\_\_\_ Date: \_\_\_\_\_

## MEMORANDUM



DATE: June 24th, 2020  
FROM: EVAN SMITH, TRANSPORTATION & PLANNING COORDINATOR  
TO: Berrien County Board of Commissioners  
CC: Mike Henry, Dan Fette, Shelley Jasper  
SUBJ: F2006286, F2006271 (Amended)

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Below is a memo that was sent to Commissioners Curran, Freehling and Harrison (BCAT) on June 19<sup>th</sup> for their review. The only change to the information below is that Buchanan has indeed approved the proposed contract (pending County approval). With the approval of the BCAT Committee, Community Development will be bringing the following items to the full board on June 25<sup>th</sup>:

- F2006286 – Approve Operating Agreement Between Berrien County and City of Buchanan
  - F2006289 (Amended) – Revise Resolution No. F2006271 to add the temporary position of “Office Manager” to the Community Development compliment for 2020.
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June 19<sup>th</sup>, 2020

Commissioners,

I wanted to provide a quick update on our progress heading towards July 1<sup>st</sup> along with some context for a few items we will ask the BOC to review on the 25<sup>th</sup>.

We have received a lot of interest from former TMI employees and are currently working through the pre-employment process. We have identified 11 Drivers (8 Berrien Bus, 3 Buchanan), 2 Dispatchers and 2 Maintenance Technicians for the open positions. Depending on the results of the physicals and drug screenings, our intention is to offer employment to each of these applicants. In an earlier memo I estimated that we would need 6 “full-time equivalent” drivers. However, after speaking with the candidates about their availability (some have begun collecting Social Security, some have picked up side jobs, etc.) along with the lifting of the Governors order and some signs of demand picking back up sooner than anticipated, we feel that bringing on these 11 drivers would be our best bet. It is important to note that since these employees will all be temporary, hourly employees, there is no real budgetary impact for bringing on 11 rather than 6. I can tell you from experience that good drivers are hard to find and if we understaff it will prove very difficult to staff up on the fly after July 1<sup>st</sup>.

Another piece of new information is that the current “Assistant Operations Manager”, who had originally told us she would be seeking other employment, got in touch with me about staying on. This came as a bit of a surprise but is great news considering that one of our biggest concerns as we’ve worked through this process in more detail is the lack of “backup” for the combined Transportation & Planning Coordinator/Operations Manager position (myself). The concern here is two-fold, A) should something happen to me, we would have no backup. This is a vital role that the Ast. Manager currently

provides. This is particularly a concern given the COVID-19 pandemic B) with me assuming the duties of both the Operations Manager and Ast. Manager, there would be little to no time for me to focus on many of the functions I normally provide as Transportation & Planning Coordinator. This would include long-range planning, capital projects, outreach/coordination with the other transit providers, BOC, MDOT, BCAT, contract partners, etc... I suggested this arrangement previously because I really didn't see any other choice. It would not have made sense to try and train an assistant manager "on the fly". Had I thought the current Ast. Manager was interested in staying on I would have included that position in our initial operations plan.

We were also informed that one of the long-time dispatchers that we counted on staying with us will be seeking other employment due to the need for health benefits, which is understandable. The Ast. Manager currently serves as backup dispatcher as well. Given these circumstances, and after consultation with Personnel Services, Community Development has drafted an additional employee classification for Board Review entitled "Office Manager". This would be a very similar position to "Ast. Manager" but we felt this title is more appropriate for what we will ask the position to do and may clear up any confusion in terms or reporting structure. The main function of this position will be to provide operations/administrative support to the Operations Manager and Dispatch along with providing backup for these positions (job description included below). The current Ast. Manager's nearly 30 years of experience cannot be understated in terms of value to the operation/transition as a whole along with providing much-needed backup for key operations roles.

Along with the Office Manager position "ask", Community Development will also be presenting a revised operating agreement between the County and City of Buchanan for the remainder of the year. This agreement is very similar to previous agreements, minus TMI. This should not come as a surprise to anyone as continuing to contract with Buchanan has been a part of this transition plan all along. However, since it will need to be approved by the BOC, I thought I would give you all (BCAT) a chance to review (and hopefully bless) prior to the meeting on the 25<sup>th</sup>. We have reviewed this agreement with Buchanan and they intend to approve the contract (pending County approval) on June 22<sup>nd</sup>. Draft agreement attached to this memo.

We intend to bring both of these items to the full board on Thursday. I would be happy to set up a call between us all prior to that to discuss any questions the BCAT may have. Our thinking was we would have BCAT review from today until Tuesday and then hopefully with your blessing get this information in the hands of the BOC by C.O.B. Tuesday to allow for a full day for the full board to review and respond to any questions since we are moving so quickly.