Transit Systems Manager Program Outline

Basic Data
Program Name: Transit Systems Manager
Program Award Level: Diploma
Program Credit Hours: 39 Credit Hours
Program Length: 3 Terms
CIP Code: 52.0209

Description:
The Transit Systems Manager diploma program will prepare graduates for entry into a management or supervisory position in the transit industry. The program provides a solid foundation of management training including focus on labor relations, safety, conflict resolution, interpersonal relationships, communication skills, risk management, computer skills, employee training, and performance management.

Occupational Analysis
Duty Description
1 Establish operational plan

Task Order	Task Description
1	Review organizational mission
2	Review organizational goals and objectives
3	Establish policies and procedures
4	Formalize business plan
5	Secure senior management approval

2 Manage employees

Task Order	Task Description
1	Complete job/staff needs analysis
2	Complete hiring process
3	Conduct business unit orientation/onboarding
4	Create positive atmosphere
5	Measure work performance

3 Monitor fiscal responsibilities

Task Order	Task Description
1	Analyze financial data
2	Provide timely and accurate reporting
3	Maximize profit
4	Establish benchmark timelines

4 Manage performance benchmarks

Task Order	Task Description
1	Gather benchmark data
2	Assign benchmark responsibility(ies)
3	Establish benchmark timelines
4	Adjust for obstacles (staffing, financial, equipment, etc.)

Program Outcomes

Order Description

1 Planning and decision making: establish goals and identify the best course of action for achieving those goals.

2 Staffing: implement organizational policies and procedures for recruiting, interviewing, orienting, training, and assessing performance.

3 Leading: apply leadership theories and skills to create a supportive and ethical work environment.

4 Organizing: perform activities to collect and configure resources in order to implement plans effectively and efficiently.

5 Controlling: measure performance and make corrective action to insure that goals and objectives are accomplished.

Program Curriculum

Course Number	Courses	Credits
General Studies Courses		
COMP 1000	Introduction to Computers	3
ENGL 1010	Fundamentals of English I	3
EMPL 1000	Interpersonal Relations & Professional Development	2
MATH 1012	Foundations of Mathematics	3
Technical Courses		
MGMT 1100	Principles of Management	3
MGMT 1105	Organizational Behavior	3
MGMT 1110	Employment Law	3
MGMT 1115	Leadership	3
MGMT 2115	Human Resource Management	3
MGMT 2120	Labor Management Relations	3
MGMT 2125	Performance Management	3
MGMT 2130	Employee Training and Development	3
MGMT 2135	Management Communication Techniques	3
TRST 1000	Transit Industry Fundamentals	1
	REQUIRED CREDIT HOURS:	39