



Charter & Specialty Services Manager * Rolling V Bus Corp. South Fallsburg, NY

Overview: Rolling V Bus Corp. is seeking a highly organized and motivated Charter & Specialty Services Manager in South Fallsburg, NY.

Rolling V Bus Corp. is seeking a highly organized and motivated Charter & Specialty Services Manager to oversee all aspects of the company's charter and non-school transportation operations. This role is responsible for managing the Charter Division, including school bus charters, motor coach services, and specialty vehicles, as well as overseeing specialty transportation contracts such as ARC, Sullivan County Pre-K, Move Sullivan Transit, and Paratransit services.

The Charter & Specialty Services Manager will ensure safe, efficient, and compliant transportation operations while delivering excellent customer service to passengers, contract clients, and community partners. This position requires strong operational leadership, administrative oversight, and coordination with Terminal Managers, Shop Managers, and other operational departments.

The Manager will supervise charter and specialty services staff, including the Assistant Manager, and will play a key role in scheduling, dispatching, billing, compliance, and driver support. The position also requires participation in company training programs, operational meetings, and strategic planning for the continued growth of Rolling Vs non-school transportation services.

Responsibilities include: Oversee all aspects of the Charter Division including bookings, reservations, dispatching, trip coordination, reconciliation, and billing.

Manage specialty service contracts including Pre-K, Paratransit, Move Sullivan Transit, and other community transportation programs.

Coordinate driver, attendant, and vehicle scheduling for charter trips and specialty service routes.

Ensure compliance with all DOT, NYS, and contract-specific regulations.

Monitor operational performance and implement improvements to ensure safe and efficient service delivery.

Supervise and support the Charter & Specialty Services Assistant Manager and related operational staff.

Participate in hiring, training, and disciplinary processes when necessary.

Provide coaching, support, and operational guidance to drivers and staff.
Promote a collaborative team environment focused on safety, accountability, and customer service.
Provide customer support for charter clients including quoting, scheduling, and trip coordination.
Oversee accurate reporting, billing, payroll submissions, and operational documentation.
Maintain communication with contract partners, passengers, guardians, and internal departments.
Support company-wide training programs and participate in manager meetings.
Ensure all operations adhere to company policies, DOT regulations, and applicable state and contract requirements.
Work closely with maintenance teams to ensure vehicle readiness, inspections, and preventative maintenance.
Monitor weather, road conditions, and operational disruptions to ensure safe service adjustments when necessary.

Skills & Qualifications needed:

Strong administrative, organizational, and customer service skills
Proficiency in Microsoft Office (Outlook, Word, Excel)
Excellent written and verbal communication skills
Ability to analyze operational data and manage multiple processes simultaneously
Experience in transportation, logistics, or fleet operations preferred
Demonstrated leadership and team-building skills
Ability to problem solve and manage changing operational demands

Requirements: CDL license required within first year

Shift, Salary, and Benefits: This is a salaried position typically consisting of 8-10 hours per day, five days per week, with schedule flexibility based on operational needs, charter activity, weather events, or service disruptions, \$65,000-\$70,000 annually, Benefits package includes health insurance, paid time off, and retirement options

To apply go to <https://www.rollingv.com/careers/>