



Transportation Supervisor

Department: Transportation
FLSA Status: Non-Exempt
Work Schedule: 1st, 2nd and/or 3rd
Positions Supervised: Bus Operators

Job Status: Full Time
Reports To: Transportation Manager
Amount of Travel Required: None
Revised: March, 2021

POSITION SUMMARY

This position is Safety Sensitive that works in conjunction with the Transportation Manager to directly supervise and coordinate the activities of Bus Operators. This includes performing the duties of Dispatcher, Road Supervisor & scheduling / administrative duties.

ESSENTIAL FUNCTIONS

- Perform daily dispatching and related activities; coordinate trip assignments; monitor radio communications; monitor operator adherence for show and reporting times.
- Maintain all dispatch records, including daily time records and prepare reports.
- Perform Bus Operator appraisals including “on-board evaluation of driving and customer service.
- Provide direct road supervision; monitor operator adherence to schedules and operating procedures.
- Respond and assist operators when accidents occur, perform accident investigation techniques provide assistance with passenger problems and respond to road calls/breakdowns.
- Schedule as required to cover for late or absent Operators.
- Assist in the safety and security of the operations with Federal, State or Local Law enforcement personnel.
- Make minor repairs (or replace) coin/bill modules in electronic fare boxes.
- Prepare, compile and submit timely reports on work activities, operations, production or work related accidents/incidents,
- Other duties as assigned.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Takes personal responsibility for the quality and timeliness of the work performed. Achieves results with little oversight.
- Communications - Ability to communicate effectively with others both orally and in writing.
- Customer Service - Ability to take care of the customers' needs while following company procedures.
- Ethics & Integrity - Earns others' trust and respect through consistent honesty and professionalism in all interactions.
- Leadership - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- Management Skills- Ability to organize and direct oneself effectively.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Reliability - Prompt and dependable. At work as scheduled. Plans ahead and communicates scheduling concerns to leadership.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Responsibility - Ability to be held accountable for the work performed and taking responsibility for your actions.
- Teamwork - Promotes cooperation and commitment within a team to achieve goals and deliverables.
- Safety - Maintain awareness and concern for on-the-job safety and participate in safety programs as directed/scheduled.

SKILLS & ABILITIES

- Basic computer skills including Microsoft office suite.
- Previous work with scheduling software preferred.
- Ability to learn proprietary software/hardware as necessary.

EDUCATION AND EXPERIENCE

- Associates Degree in business management or related field is preferred; equivalent experience will be considered in lieu of education.
- One to two years related experience in public transportation preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Position requires extended periods of walking or standing and must be able to lift up to 50 pounds. May also include frequent bending, stooping, squatting, pushing and pulling. Employee is required to perform job duties in accordance with existing health and safety procedures and policies. Required to sit for extended periods. Use of hands and arms is necessary to reach or use various tools or objects. Specific vision abilities required by this job include close vision and ability to adjust focus.

Employee Signature: _____ Date: _____

The Rapid has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and The Rapid reserves the right to change this job description and/or assign tasks for the employee to perform, as The Rapid may deem appropriate.