

## JOB DESCRIPTION

Job Title: Supervisor  
Department: Operations  
Reports To: Assistant General Manager  
FLSA Status: Exempt  
Prepared By: Human Resources  
Prepared Date:  
Approved By:  
Approved Date:  
Position: Full Time  
Payroll: Salary

### SUMMARY

Primary responsibility is to ensure on time performance for all Bus, Paratransit, and Medicaid vehicles and that they operate in a safe efficient manner.

### ESSENTIAL DUTIES

Include the following. Other duties may be assigned

- Be able to perform all duties of a bus and Paratransit operator and may on occasion serve as a back up operator.
- Oversee and answer all daily problems and questions that arise regarding operations.
- Work with dispatch in order to see that routes are operated smoothly.
- Perform daily "on time" performance checks on all Paratransit operators by checking actual arrival and departure times from various sites in the community.
- Must investigate customer complaints and issues on an Individual basis.
- Assists in emergency pick-ups.
- Oversees the training and supervision of the Paratransit operators.
- Observe all aspects of the corporate safety program.
- Maintain monthly management reports and track statistical information necessary for recommendations and decisions.
- Achieve and maintain a goal of 2.5 passengers per hour on each Paratransit vehicle as set forth by management.
- Assist the Director of Paratransit Operations with hiring, training, and evaluating all employees.
- Work with dispatch in the scheduling of the operator's route.
- Address any problems or complaints that may occur while operators are on their routes.
- Review daily accounting of passenger boarding and receipts. Complete any follow-up collections. -Complete the daily schedule in the absence of the Scheduler.
- Oversees the development of a computer based scheduling system.
- Work with the Director or Paratransit Operations in maintaining an efficient operations team and perform any other operational duties.
- Conducts "on time" and performance evaluations.
- Assists with maintaining policy adherence.
- Perform other duties as assigned by senior management.
- Some outside office hours may be required for special events or training.

### SUPERVISORY RESPONSIBILITIES

Directly supervises all Paratransit Operators.

### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/ or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function

- Must be able to delegate authority and work harmoniously with co-workers and subordinates.
- Must be able to demonstrate good time management skills.

### EDUCATION and/ or EXPERIENCE

Level 5: Associate's degree or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

### LANGUAGE SKILLS

Level 4: ability to read analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedural manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public

**MATHEMATICAL SKILLS**

Level 3: Ability to calculate figures and amounts such as discounts, interest, commissions, proportion percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry

**REASONING ABILITY**

Level: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSE, REGISTRATION**

-Must have a current Commercial Driver's License.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job. The employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl.
- The employees must occasionally lift and/or move 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth percept/on, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee occasionally works near moving mechanical parts. The employee is frequently exposed to assorted fumes or airborne particles and toxic or caustic chemicals; and exposed to vibrations. The employee occasionally works in high precarious places.
- The noise level in the work environment is usually moderate, but on occasion can be loud.

**OTHER DUTIES AND RESPONSIBILITIES OR CONCERNS NOT LISTED ABOVE:**

**EMPLOYEE STATEMENT OF AGREEMENT**

By signing this job description, I believe I can perform the Essential Duties and Responsibilities listed. This job description should not be interpreted as an employment contract, but rather a description of duties and skills required. Should at some point in time I not be able to perform these duties, it is my responsibility to contact my immediate supervisor.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

The employee will receive a copy of this job description as well as the signed copy being placed in the employee's Human Resource file.