



JOB DESCRIPTION

JOB TITLE:	Road Supervisor (Floater)
FLSA STATUS:	Non-Exempt
REPORTS TO:	Operations Manager
SCHEDULE:	Varies
GRADE LEVEL:	10
SALARY RANGE:	\$54,448 – \$69,725
HIRING RANGE:	DOE

ESSENTIAL FUNCTIONS:

Under the direct supervision of the Operations Manager, the position will act as a liaison between the operators and management. Road supervisors operate TTD-owned vehicles, maintain records of work performed, assists in supervising personnel which may include recommendations for hiring, performance evaluation, training, work allocation, and problem resolution. Organizes and conducts classroom and behind-the-wheel safety and training sessions. Prepares reports and evaluations for management regarding operator knowledge and skills. Schedules and assigns bus routes and operators. Assists Operations Manager in investigating and resolving customer complaints, assures District policies are followed and coordinates maintenance and repair of vehicles.

POSITION SPECIFIC RESPONSIBILITIES:

- Assists in scheduling and assigning bus routes and operators; schedules extra trip assignments; monitors bus assignments and updates dispatchers and operators on daily vehicle status
- Monitors and coach's operator's performance and behavior; models passenger interaction skills; coaches' operators on time management; and recommends training or retraining, as appropriate to ensure compliance with policies
- Covers assignments due to vacations, illness, lunch breaks, holidays, and no-shows
- Ensures operators properly complete pre/post-trip inspections
- Oversees and provides input to route changes/emergency needs due to inclement weather or other situations that demand attention
- Responds to inquiries regarding transit services; assists in investigating and resolving customer complaints; counsels' operator on complaints
- Ensures all TTD policies and procedures are followed by staff, models safe practices
- Coordinates with the Fleet and Facilities Manager for maintenance and repair of vehicles
- Ensures vehicles are equipped properly for special needs of clients
- Observes driving skills and work habits of operators in the field; evaluates and trains operators; responds to problems in the field, such as equipment failures and incidents
- Ensures proper routing and timeliness of service through road evaluations and random quality control checks

- Compiles comprehensive and timely reports of collisions, incidents, and unusual occurrences; ensures operator's documentation is complete
- Routinely utilizes video management system (VMS) software to document incidents and submit reports and statements as necessary
- Works with dispatch when bus changes are needed
- Assists with the procurement process of products and services
- Assist in the development of standard operating procedures
- Coordinate with utility workers and mechanics when operators need assistance in the field (e.g., road calls, poor road conditions)
- Monitors and recommends changes in processes/services and procedures, assists Operations Manager in implementation
- Supports operators with farebox issues in the field, including farebox troubleshooting and issuing replacement passes to passengers
- Ensures operators complete all DOT/CHP documents and that credentials are satisfactory
- Supervises personnel, which includes recommendations for hiring, performance evaluation, training (i.e., VTT), work allocation, and problem resolution
- Documents interactions with subordinates that may result in discipline; assist Operations Manager in administering discipline consistent with the Collective Bargaining Agreement
- Supports the development and implementation of processes to maintain records on employees, equipment, compliance, and/or maintenance activities
- Participates in the preparation of periodic scheduled and ad hoc transportation system reports; gathers data and prepares recommendations regarding system usage
- Assists with organizing and conducting classroom and behind-the-wheel training sessions for new hires, as well as veteran operators; prepares and maintains training records as required by law
- Leads staff in the adoption of new technologies
- Prepares reports to management regarding operator knowledge and skills in the efficient, safe, and legal aspects of operations
- Safely operates TTD-owned vehicles, providing courteous and efficient transportation to the community
- Participates in Safety Meetings and Safety Committee meetings
- Provides information and other general assistance to passengers
- Assists passengers needing physical assistance into and out of vehicle and facilities
- Cleans exterior and interior of vehicle and facilities, as necessary
- Performs other duties as assigned

KNOWLEDGE/SKILLS:

- High school diploma or equivalent, such as GED, required
- Must be 21 years of age
- Possession of a valid Class C, and the ability to obtain a valid Commercial Class A or B, driver's license, or the equivalent, with passenger endorsement and no air brake restrictions as required by the position within the first 60 days of employment.
- Must have a good driving record
- Transit experience preferred
- At least two years of dispatch and scheduling experience required

- Must be able to pass a pre-employment Drug Test and Background Check. This position is considered Safety Sensitive and will be subject to regular drug and alcohol random testing
- Must pass a Department of Transportation (DOT) physical examination

ABILITIES:

- Good motor skills, good hearing, accurate color perception
- Ability to apply proper driving procedures
- Ability to learn transit routes and schedules and adapt to changes; ability to read a map
- Ability to read, understand, and interpret transit system operating rules, regulations, policies, and routes
- Ability to assist passengers with disabilities, as needed
- Project a courteous, patient, helpful, and positive attitude when dealing with individuals of all backgrounds
- Basic computer skills; experience with email and Microsoft Office
- Basic math and writing skills
- Clear speech
- Travel requirement (as a percent): 100% of time is spent in the field

WORKING CONDITIONS/PHYSICAL EFFORT:

- Some work is performed in a typical office environment - requires the ability to sit at a desk for periods of time and walk, stand, stoop, kneel, crouch, and reach while performing office duties
- Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen
- Must be able to use a mobile phone for text and email
- Must be able to work shifts or flexible work schedules as needed
- Often seated in vehicle; stress caused by passengers and traffic
- Must be able to work in all types of weather
- Ability to sit without discomfort for prolonged periods of time on a variety of driver's seats in different models of buses, and fit behind the steering wheel with clearance between abdomen and wheel
- Turn head up to 180 degrees in either direction on a regular and frequent basis
- Walk to, enter, and exit the vehicle
- Ability to bend, crouch, and/or kneel while maintaining balance

EMPLOYMENT STANDARDS:

- Good driving record with no Driving While Intoxicated (DWI), Driving Under the Influence (DUI) or similar charges; reckless driving, railroad crossing violations, failures to appear (FTA) or leaving the scene of an accident offenses. (Consideration may be given after ten (10) years)
- No more than a total of two (2) moving violations or accidents within the last three (3) years
- No suspended or revoked licenses within the past 10 years for moving violations or violations of criminal laws
- Any combination of violations, unfavorable road observations or accidents that indicates a pattern of unsafe vehicle operation behavior, whether on or off the job

BENEFITS:

District employees receive vacation and employee medical, dental, vision, life insurance and short-term disability. The district contributes 8% of employee compensation into a Social Security replacement plan and 4% of employee compensation into a retirement plan. The employee can contribute voluntarily to a 457(b) deferred compensation plan.

APPLICATION PROCEDURE:

Any qualified person interested in this position should submit their application to DeDe Aspero, Tahoe Transportation District, P. O. Box 499, Zephyr Cove, Nevada 89448, or email to daspero@tahoetransportation.org.