

## Job Description

Transit Management of Ada County is looking for a hard-working candidate to fill the role of Dispatch/Road Supervisor. This position requires the candidate to have a strong ability to multi-task in an office environment, but also be able to function in a supervisory role on the road.

This position requires that the applicant either have a CDL with a passenger endorsement or be able to obtain one through our paid training program.

### Major Responsibilities:

- Communicate job requirements and responsibilities to bus operators
- Responsible for day to day scheduling, counseling, and evaluation reports
- Assist bus operators in preparing accident reports and safety violations documents
- May assist in design and delivery of bus operator training and safety courses
- May assist in the training of new bus operators and may conduct retraining
- Observe bus operators on the Route
- Correct safety problems on the Route/scene while documenting violations
- Liaison between bus operators, clients, and organization in customer service issues
- Evaluate and monitor bus operator safety and performance
- Assist safety personnel with Department of Transportation (DOT) and/or Federal Transit Administration (FTA) compliance and recordkeeping.
- Assist in dispatching, driving, interviewing, and miscellaneous clerical tasks as needed
- Meet all bus operator qualifications at the location.
- Obtain a Commercial Driver's License (CDL) required to operate vehicles at the location, maintain that license, and drive routes periodically
- Perform other related duties as assigned
- Supervise bus operators
- May assist with bus operator tracking system for bus operator performance and evaluations
- May assist emergency and/or law enforcement in medical or other types of emergencies
- Respond to complaints
- Maintain timely and accurate records on service interruptions, bus changes, and other reports as assigned
- Investigate, prepare, and record reports on accidents or incidents, including handling the collection and photographing of evidence, measurements, interviewing of witnesses and providing for alternate passenger service.
- Reinforce performance expectations
- Work closely with all staff members in order to improve overall transit system performance.
- Review complaints with bus operators

### Experience and Skills Required:

- Supervisory experience with hourly employees with 2 to 3 years of transit supervisory experience preferred
- Computer literate with working knowledge of *Word*, *Excel*, and *PowerPoint*
- Familiar with basic vehicle mechanical processes and maintenance
- Ability to effectively prioritize tasks and manage time effectively
- Must be able to satisfactorily pass a drug and alcohol screen, a pre-employment physical
- Must have a clean MVR with no recent history of DUI

Job Type: Full-time

Salary: \$17.68 /hour