



TRANSPORTATION OPERATIONS ASSISTANT SUPERVISOR I

<u>CLASS NO.</u>	<u>PAY GRADE</u>	<u>SALARY RANGE</u>	<u>FLSA STATUS</u>
559	9	\$16.73-\$22.09	Non-Exempt

GENERAL DESCRIPTION

Performs entry level supervisory support work. To assist the Transportation Department in operating an efficient and competent working division, by monitoring daily transportation service as it is performed. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Assists in the planning, organizing and supervision of driving activities.

Assists the Transportation Department in monitoring vehicle operator performance to include attendance, timeliness, accidents, etc., and recommends possible action to be taken to correct problems.

Assist Transportation Department in monitoring transportation service representatives job performance to include, attendance, customer service, reporting, etc., and recommend possible actions to be taken to correct problems.

Assists with tracking, investigating, and processing of complaints dealing with service problems and personnel.

Assists with accident/incident investigations; filing reports and ensuring proper documentation is maintained.

Assists with training new and existing personnel on policies and procedures related to all transportation services.

Assist with monitoring driver schedules, assists dispatchers in handling service delays, disruptions, and investigates routing and running time.

Attends seminars and workshops as needed and approved.

Performs such other duties as may be assigned.

Golden Crescent Regional Planning Commission



Required Essential Job Functions:

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Graduation from an accredited high school is preferred, plus two years of full time experience in transportation/public oriented field (college or business school training may be substituted equally for up to one year's experience) and three (3) years of supervising experience preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to communicate effectively orally and in writing; and ability to maintain records and prepare reports. Must possess the ability to handle complaints and problems and be sensitive to passenger's needs.

Ability to plan, organize, direct, and supervise Operations activities and train employees. Ability to evaluate transportation services issues and respond immediately according to established policies and procedures.

Ability to use independent judgement and make sound decisions. Good working knowledge of Windows, Word, Excel, Access, Internet, and Email software applications to facilitate the processing of and/or creation of required records, and/or reports.

Applicant will be required to pass Pre-Employment Drug Testing; Required to pass physical examination and road test in type of vehicle to be operated; No more than one (1) traffic citation for moving violations in the past year and no DWI/DUI convictions in the last seven (7) years.

By signing below I acknowledge that I have read this job description, and to the best of my knowledge, meet the required knowledge and skills for this position.

Name

Date