



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Transit Systems Driver Supervisor** recruits, hires, schedules, trains and supervises Agency and volunteer drivers who provide rides to clients as assigned, ensuring compliance with all Agency rules and safety requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Seeks continuous development and improvement of systems / processes and procedures concerning all daily functions of Transit Systems drivers.
2. Recruits, interviews, hires, trains, schedules, supervises, evaluates and disciplines drivers / volunteers; resolves conflicts and solves problems; reviews time sheets; monitors and manages overtime in coordination with Dispatch Supervisor.
3. Provides orientation of NET Transit drivers.
4. Serves as the program's DER by implementing the Drug and Alcohol Testing procedures and reporting the results annually to the FTA.
5. Works closely with the dispatch, provider relations, HR, compliance, Drug & Alcohol Program, Intake and other groups as needed to ensure compliance and efficiency for all Transit Systems driver staff.
6. Develops and continuously reviews and improves all training materials in accordance with all programs and contract requirements, State of Maine and Federal rules, safety guidelines and regulations.
7. Maintains credentialing as needed.
8. Participates in general management of the Mid-Coast Public Transportation operation.
9. Maintains a professional relationship with all stake holders interacting with brokerage.
10. Works with State and Federal contacts and agents as needed.
11. Coordinates and orders technology as needed.
12. Prepares and provides reports as needed.
13. Enforces compliance with the Health Insurance Portability and Accountability Act.

Personnel Management

1. Manages personnel actions, hiring, supervising, and evaluation of assigned staff.
2. Manages personnel in accordance with applicable laws, rules, regulations and WCAP policies, protocols, practices and procedures.
3. Oversees appropriate training and/or professional staff development for direct reports.
4. Designs and implements staff training and technical assistance as needed.

Non-Essential Duties and Responsibilities:

1. Performs additional duties as assigned.

Miscellaneous Duties

1. Runs errands, such as banking, mail run, picking up supplies, as needed.
2. Performs light housekeeping duties.

Professional Development

1. Keeps up to date on State and Federal regulations governing all aspects relevant to this position.

Position Title:

Transit Systems Driver Supervisor

Department:

Transit Systems

Reports To:

Transit Systems Director

Supervises:

Agency Drivers

FLSA Status:

Non-Exempt

Salary Range:

8

Last Revised/Approved:

August 2022

2. Participates in any required trainings, meetings and professional development activities.

Safety and Wellness

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

Leadership & Teamwork

1. Collaborates with all partner agencies to assure effective communication processes across agencies.
2. Adheres to the policies in the use of computer technology and all tele-communication devices.

GENERAL EXPECTATIONS

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by the Incumbent 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 required to stand, and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; lift and carry up to 10 pounds regularly, and occasionally up to 35 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT

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

Work is performed primarily in a business office setting. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position that typically works normal daytime schedule. However, evening and week end time may be required to meet program and/or organizational needs. Overtime may also be required to meet program and/or organizational needs and requires prior approval. State wide travel may be needed for meetings and or trainings.

QUALIFICATIONS NEEDED FOR POSITION

General Requirements:

- Adequate transportation and ability to meet and maintain WCAP's minimum insurance requirements.
- Ability to meet WCAP background clearance requirements.
- Ability to pass pre-employment and on-going random drug-alcohol testing.

Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least three years of prior related experience, including administrative and project management experience, required.
- Prior team building and direct supervisory experience.
- Research skills.
- Strong administrative writing skills.
- Strong communication / training skills.
- Must be flexible.
- Strong ability to work with and educate all brokerage stake holders.
- Strong time management and organizational skills.
- Proficient skills in Microsoft Word, Excel and Outlook.
- Must be trained in Easy Rides software within 1 month of date of hire.
- Must be familiar with Region 5 area.

Education Requirements:

The following education requirements are considered essential:

- Associates Degree or the equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.

*** All requirements and skills are considered to be essential, unless otherwise indicated*

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

Employee Signature

Date

Supervisor Signature

Date