Job Description

Job Title:	Transit Driver Supervisor	Classification:	Classified
Department:	Public Works	Grade:	150
Occupational Group:	Drivers, Fleet Mechanics and Support	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	Lead

Primary Purpose

Under general supervision; reports to the Transportation Coordinator. Oversees day-to-day activities of Transit Drivers providing public transportation in a demand/response mode for the Metro Area Public Transit System or (MAPS) and in a deviated/fixed route mode for the Sunshine Lamp Trolley.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Schedules Transit Drivers to meet public transportation demand for fixed route services and demand response services provided.
2. Conducts driving and safety training for Transit Drivers.
3. Performs regular driver evaluations including observed ride checks, un-observed service checks, mobility device securement spot checks, and pullout inspections.
4. Responds to specific off-site issues, incidents, and accidents that occur including accident investigations, vehicle breakdown, and administration of Federal Transportation Administration (FTA) mandated drug and alcohol testing procedures.
5. Records daily mileage data for each vehicle; schedules preventative maintenance and repairs. Determines vehicle status based on daily inspections and safety checks; removes vehicles from service as needed.
6. Resolves day-to-day questions or problems from Transit Drivers, riders, and dispatchers regarding appropriate techniques, methods, and procedures.
7. Operates MAPS vans and Sunshine Lamp Trolley buses when staffing levels are not adequate to cover shifts.
8. Communicates professionally and timely with the public; responds to questions regarding MAPS service area, hours of operation, and problem resolution.
9. Trains and evaluates Transit Drivers on communicating effectively with riders; takes corrective action when needed.
10. Contributes effectively to the Public Works Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Basic principles and practices of supervision and employee training; public transportation safety rules and procedures; proper use and storage of safety equipment including wheelchair security straps, biohazard kits for emergency cleanups, and first-aid kits; general vehicle maintenance procedures and techniques including the ability to perform a vehicle safety pre-inspection; techniques for assisting and communicating effectively with elderly or disabled individuals; defensive driving techniques; streets and service area including the cities of Joplin, Webb City, Carterville, Oronogo and Duenweg; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with subordinate staff, other City staff, and the public; understanding and following oral and written instructions; following fixed route plans; communicating effectively and safely via two-way radio; accurately counting fares and money-handling; operating commercial vehicles safely; communicating effectively and professionally with the staff, public, and riders including those with disabilities; planning and assigning work of subordinate staff to facilitate timely and proper coverage of shifts; resolving day-to-day questions and problems regarding transit related policies and procedures; defensive driving techniques; Microsoft Office Suite.

Education: High school diploma or GED equivalent required.

Experience: Two years full-time experience driving in a public transit or school bus operation that includes supervisory experience.

Licenses and Certifications: Possess and maintain a Class B Commercial Driver's License (CDL) with passenger and air brakes endorsements is required.

Physical Demands Requirements and Working Conditions

This position works predominantly in an indoor environment, but occasionally works in the field operating a transit vehicle to cover a shift during absence or peak periods. Indoor work requires standing in work areas; walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone and radio. Fieldwork requires hand strength and vision required to operate a large passenger vehicle safely while navigating city streets; strength, stamina, and mobility to perform light physical work. Operating the transit vehicle involves extended sitting in a bus. Limited standing or walking required when stopped to inspect vehicles and identify problems or hazards. Must possess the ability to speak and communicate clearly with passengers and dispatch during transportation. Positions in this classification bend, stoop, kneel, twist, and reach when securing passengers using mobility devices. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds. Employees normally have limited exposure, but when working in the field are exposed to loud noise levels, hot temperatures, or other environmental factors when operating a vehicle. Employees may interact with upset members of the public and/or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	