



JOB TITLE: Lead Road Supervisor
DEPARTMENT: Operations
REPORTS TO: Road & Training Supervisor
JOB LOCATION: DCTA Service Area

LAST REVISION DATE: 7/2020
JOB TYPE: Full-Time
PAY TYPE: Non-Exempt
HOURS: Standard schedule, with nights, weekends, and holidays, as needed

JOB SUMMARY:

Under the direction of the Operations Manager, the Lead Road Supervisor is responsible for managing and directing Road Supervisors and coordinates with dispatch on their respective shifts to achieve optimal use of facilities, equipment, and human resources to ensure the best, and most efficient and effective, services are provided on a daily basis. May be required to serve as substitute Operator or Dispatcher, as needed. Upholds and leads by example NTMC mission and vision to internal and external customers.

JOB FUNCTIONS:

These duties are a general representation of the position; assignments may vary

- Supervises and provides direction to Road Supervisors and Bus Operators.
- Oversees and manages the process of bus activities which include; gate checks, DVR's, bus pullout at appropriate times to ensure on time service and operator compliance.
- Maintains service including manifests and inspections.
- Monitors on-street activities to ensure Road Supervisors are enforcing on-time performance, schedules and route adherence.
- Responsible for recommending safe detours are identified when service is impeded as a result of excessive traffic congestion, construction, traffic collisions, or other situations that may arise and maintains continuous communication with dispatch.
- Assists and supports Road Supervisors, Dispatchers, and Operators in how to identify, assess and recommends resolutions for service or passenger problems.
- Develops Road Supervisors and personnel to respond to collisions and incidents immediately: assists with or manages the situation as required; ensures all required information is collected, complete, and accurate; oversees dispatch and operations staff in resuming service levels according to specifications and minimizing passenger disruptions.
- Ensures operators are accompanied to medical facilities as required after traffic collision or other injury; ensures all rules and regulations are followed to ensure proper administration of company safety protocols for post-incident drug and alcohol testing.
- Fills vacant shifts as necessary to ensure full-service delivery, and dispatch.
- Ensures that operations meet and comply with all federal, state, and local health and safety regulations regarding transit operations including, but not limited to, vehicle safety, driver certifications and training, and CDL requirements.
- Trains, monitors, directs, supervises, and disciplines direct reports as necessary to ensure safe and reliable operations within contractual guidelines and applicable regulations and laws.

- Works with Safety & Training Coordinator to establish and maintain a strong safety culture including attending and participating in monthly Safety Meetings; participating on committees; assisting with employee training, engagement and recognition; and similar activities.
- Responds to equipment failures, schedule delays, service issues, incidents, injuries, etc., and manages the scene if needed; works with appropriate emergency personnel to resolve issue; ensures timely completion of reports and required follows-up with the Safety & Training Coordinator, agency staff, and insurers as necessary; participates in investigations and assists in the preparation of materials for use in hearings, lawsuits, and insurance investigations.
- Oversees and manages Road Supervisors in conducting site checks and road observations according to local policy and agency requirements. Provides staff guidance and training on the process of proper, complete, and timeline documentation of findings.
- Creates and communicates schedules to team.
- Coordinates with maintenance shop regarding damages to buses and DCTA vehicles
- Assists in training, and performance management of staff. Conducts, at a minimum, annual performance reviews for assigned staff.
- Performs the duties of an Operator as assigned for route coverage.
- Performs additional tasks as assigned.

REQUIREMENTS TO PERFORM WORK

Essential knowledge and skills:

- Ability to communicate effectively in both the written and spoken form; uses appropriate grammar, accurate spelling and punctuation when communicating through written form; communicates effectively with internal and external customers.
- Ability to communicate effectively with system staff.
- Familiarity with service area and operations.
- Knowledge of service performance requirements.
- Ability to manage emergency situations.
- Knowledge of agency vehicles, components, and data/communications systems.
- Knowledge of state and federal regulations and corporate safety programs and policies.
- Knowledge of training programs.
- Familiarity with the service area and operations, as well as routes, service policies, and fare structures.
- Ability to obtain/maintain, within three (3) months of hire, a minimum Class B valid Commercial Driver's License (CDL) Passenger (P) endorsement for public passenger transport valid within the State of Texas.

EDUCATION AND EXPERIENCE:

- Must have a valid driver's license with an acceptable driving record.
- Must be twenty-one (21) years of age or older.



- Must have High school diploma or GED equivalent required.
- A minimum of 2 years supervisory experience required.
- Previous passenger transportation experience in a similar environment required.
- Previous training and/or field supervision experience preferred, but not required.
- Previous customer service experience, experience working with persons with disabilities, and/or senior citizen groups preferred, but not required.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Frequently requires prolonged standing, walking, reaching with hands and arms, hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms.
- Occasionally requires kneeling, stooping, crouching, lifting, pushing and pulling up to 75 lbs.,
- Repeated use of sight to read documents and computer screens.
- Repeated use of hearing and speech to communicate on telephone and in person.

WORK ENVIRONMENT:

- Works indoors / outdoors and in inclement weather conditions such as rain, hail, ice, sleet, and in cold or hot temperatures.
- Often exposed to unsafe situations, conditions, and equipment that may result in cuts, bruises
- Frequently exposed to sounds and noise levels that are distracting and may be uncomfortable daily.

BENEFITS:

- Medical: 100% Employer Paid for Employees / 50% Employer Paid for Dependents
- Dental / Vision: 100% Employer Paid for Employees / 50% Employer Paid for Dependents
- STD, LTD, Basic Life & AD&D
- 401K / Employer Match
- Additional voluntary benefits offered during enrollment