



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

**LAST REVISION DATE:** 6/2020  
**JOB TYPE:** Full-Time  
**PAY TYPE:** Non-Exempt  
**HOURS:** Standard schedule, with nights, weekends, and holidays, as needed

**JOB SUMMARY:**

The Road Supervisor will provide quality guidance and evaluate service for the public while overseeing daily operations. Upholds and leads by example NTMC mission and vision to internal and external customers. May be required to serve as substitute Operator or Dispatcher, as needed.

**JOB FUNCTIONS:**

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

- Ensures Operators are prepared for their assignment, maintaining observation of operators in full uniform in possession of proper license, DOT medical card, PPE, and maintaining observation of operator's good health
- Conducts gate checks at appropriate times to ensure on-time service and proper completion of necessary documentation, including manifests and inspections.
- Continuously monitors operations for on-time performance, schedule and route adherence.
- Identifies potential rerouting opportunities when service is impeded as a result of excessive traffic congestion, construction, traffic collisions, or other situations that may arise.
- Assists Operators in how to identify, assess and recommends resolutions for passenger problems.
- Responds to collisions and incidents immediately: assists with or manages the situation as required; collects all required information; assists Dispatch and Operations staff in resuming service levels according to specifications and minimizing passenger disruptions.
- Assists in filling vacant shifts as necessary to ensure full-service delivery.
- Conducts site checks and road observations according to local policy and agency requirements.
- Document's findings accordingly and provides necessary reports to the Safety and Security Manager.
- 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 and Security Manager, agency staff, and insurers as necessary; assists in the preparation of materials for use in hearings, lawsuits, and insurance investigations.
- 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.
- 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.
- 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 be twenty-one (21) years of age or older.
- Must have High school diploma or GED equivalent required.
- Previous passenger transportation experience in a similar environment preferred.
- A minimum of 2-year supervisory experience required.
- Previous customer service experience, experience working with persons with disabilities, and/or senior citizen groups preferred, but not required.

**COMPETENCIES:**

- |                    |                     |                  |
|--------------------|---------------------|------------------|
| • Safety Acumen    | • Communication     | • Responsible    |
| • Self-Leadership  | • Critical Thinking | • Ethical        |
| • Customer Service | • Trust             | • Accountability |

**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 electronic devices.
- Repeated use of hearing and speech to communicate on telephone, radios 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 result in cuts and 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