



JOB TITLE: Safety and Training Coordinator
DEPARTMENT: Operations
REPORTS TO: Assistant General Manager
JOB LOCATION: DCTA Service Area

LAST REVISION DATE: 5/2021
JOB TYPE: Full-Time
PAY TYPE: Exempt
HOURS: Standard schedule, with nights, weekends, and holidays, as needed

JOB SUMMARY:

Under the direction of the Assistant General Manager (AGM) the Safety & Training Coordinator develops, coordinates, schedules, and conducts driver training programs. Responsible for accident investigation, accident review board activities, and retraining/refresher programs. Instructs and provides training on all aspects of vehicle operation in the course of passenger transportation, including, but not limited to, defensive driving; service area familiarization; passenger loading, unloading and securement; proper manifest documentation; use of on-board equipment; accident and emergency procedures; dispatch and radio communications; and passenger sensitivity. Upholds the NTMC mission and vision to internal and external customers and leads by example.

JOB FUNCTIONS:

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

- Develop a strategic approach to learning and development that includes training, on-boarding, and development; design and implement the performance and development process; evaluates the effectiveness of training and development programs including, but not limited to; assessing the methods, process, and techniques being used to ensure maximum benefit/return to the organization.
- Manage new hire and veteran operator training programs to ensure that all operators receive the minimum initial training and that all employees receive required annual and ongoing training.
- Provides and/or manages classroom, behind-the-wheel, and E-learning instruction in all aspects of vehicle operation in the course of passenger transportation, including defensive driving; service area familiarization; passenger loading, unloading, and securement; proper manifest documentation; use of on-board equipment; accident and emergency procedures; dispatch and radio communications; and passenger sensitivity.
- Review all vehicular, passenger, and employee accidents/incidents for determination of cause and preventability. Identify potential trends to be addressed in future training efforts as well as ensuring that retraining and safety points are assessed according to company policy.
- Maintains required employee DOT Driver Qualification (DQ) records for all safety sensitive positions, including but not limited to; medical certifications, CDL licenses and renewals backgrounds, and drug screens.
- 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.
- Assists the AGM with managing and implementation of the company Substance Abuse testing program in compliance with Department of Transportation regulations and oversees compliance with this program by outside testing facilities and subcontracted private operators.
- Assists in the preparation of annual compliance reports.
- Manages the functional Safety Committee to review accidents and safety concerns and makes recommendations to management for additional safety efforts.
- Works with Assistant General Manager 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.



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- Responds to equipment failures, schedule delays, service issues, incidents, injuries, etc., and manages the scene if needed; works with appropriate emergency personnel to resolve issues; ensures timely completion of reports and required follow-up with the Assistant General Manager, agency staff, and insurers as necessary; participates in investigations and assists in the preparation of materials for use in hearings, lawsuits, and insurance investigations.
- Conducts facility and equipment inspections, accident report screening and formal preparation for submission to insurance carrier.
- Assists the Assistant General Manager in the coordination and execution of fire alarm testing and drills.
- Coordinates with Human Resources on all worker's compensation claims and maintains accident and injury records compliant to OSHA regulations.
- Performs additional tasks as required

REQUIREMENTS TO PERFORM WORK

Essential Knowledge and Skills:

- Previous passenger transportation experience in current project or similar environment required.
- Previous training and supervisory experience preferred, but not required.
- 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.
- Advanced computer skills required and ability to learn and design eLearning training processes.
- Advanced working knowledge of audio/visual equipment.
- Knowledge of diagnosing organizational/group/individual development needs.
- Knowledge of adult learning principles and practices.
- Excellent analytic and communication skills.
- Knowledge of agency vehicles, components, and data/communications systems.
- Knowledge of state and federal regulations and corporate safety programs and policies.
- Familiarity with computer operating systems and Microsoft Office packages.
- Ability to obtain/maintain 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:

- Bachelor's degree from accredited college or university in, Human Resources, Training, Business Administration or related field, or an equivalent combination of education and experience.
- Three (3) years of experience in the development of programs/people in a transit or public agency environment, with a minimum of two (2) years of supervisory experience.

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.

- Prolonged periods sitting at a desk and working on a computer.
- Ability to lift 25 pounds.
- Repeated use of sight to read documents and computer screens.
- Repeated use of hearing and speech to communicate on telephone and in person.



NORTH TEXAS MOBILITY CORPORATION

- Repetitive hand movements, such as keyboarding, writing, 10-key.
- Work regularly requires using hands to finger, handle or feel and repetitive motions, frequently requires sitting and occasionally requires kneeling, stooping, crouching, standing, walking, reaching with hands and arms, lifting, pushing and pulling up to 75 lbs.

WORK ENVIRONMENT:

- The noise level in the work environment is usually moderate.
- Works generally indoors in a climate-controlled office setting; occasionally works outdoors and in inclement weather conditions such as rain, ice, sleet, and in cold or hot temperatures

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
- Additional voluntary benefits offered during enrollment