

**JOB TITLE:** Shift Supervisor  
**DEPARTMENT:** Customer Service  
**REPORTS TO:** Customer Service Manager  
**JOB LOCATION:** Denton, Texas

**LAST REVISION DATE:** 05/2019  
**JOB TYPE:** Regular Full-Time  
**PAY TYPE:** Hourly  
**HOURS:** Days, Nights, Weekends, Holidays

### **JOB SUMMARY**

Ensure appropriate workforce levels for demand response and on-demand services, and provide direct supervision and direction to, customer service, dispatch, and operations personnel to ensure customer service and operations services are operating effectively and with minimal disruption. Perform the duties of Mobility Service Representatives, Dispatchers, and other related duties as needed.

### **JOB FUNCTIONS** (These duties are a representative sample; position assignments may vary)

- Supervises Mobility Service Representatives and Mobility Service Dispatchers; monitors and completes sign-in and sign-out sheets daily, notes absences and/or tardiness issues, and communicates issues to the Customer Service Manager as appropriate.
- Ensures appropriate workforce levels for daily operations and calls in replacement personnel as needed.
- Creates, maintains, and monitors daily manifests/schedules for dispatching and routing of services; modifies and updates schedules to improve services or as needed. Makes necessary changes to the schedule to ensure passengers are served in the timeliest fashion.
- Screen pre-trip reports and prepare fueling log for maintenance. Assign work, vehicles, and on-board equipment to operators and maintain checkout logs.
- Assigns stand-by or extra board operators in the event of operator absences or increased service volumes, or to minimize service disruptions as a result of traffic, vehicle malfunctions, operator problems, and/or emergency or other situations.
- Troubleshoots problems encountered while providing service and takes steps to remedy identified problems; coordinates with the Customer Service Manager on problem resolution when necessary.
- Participates in analysis and review of customer service, dispatch, and operations personnel performance; recommends the selection, transfer, advancement, discipline or discharge of permanent and temporary personnel.
- Maintains records; collects financial and administrative information and assists in compiling data for reports; performs administrative and clerical functions as needed.
- Accepts, documents, and secures items found on vehicles.
- Ensures proper cash handling and customer service procedures are being executed by staff
- Performs the duties of Mobility Service Representatives, Mobility Service Dispatchers, and other operations staff as needed.
- Performs other related duties as assigned.

## **REQUIREMENTS TO PERFORM WORK**

### ***Essential Knowledge and Skills:***

- Able to supervise workers and evaluate their effectiveness.
- Strong customer service skills.
- Ability to effectively communicate with different customer groups with different needs, particularly older adults, individuals with disabilities, and other vulnerable populations.
- Ability to work under pressure and maintain a high level of professionalism, accuracy, and sensitivity.
- Ability to record and enter data accurately and in a timely manner using internal software.
- Ability to successfully complete sensitivity training
- Knowledge of available vehicles and resources, and ability to learn and understand the needs of different passengers when selecting appropriate vehicles and resources for service.
- Able to use or learn all system technologies required for the position, including computer equipment, basic MS Word, MS Excel, specialized routing software, and communications equipment such as two-way radio systems and multi-line phone systems.
- Knowledge of, or ability to learn, the service area and system, including routes, services, peak traffic times and locations, and effects of weather on conditions; relevant regulations related to motor traffic control; occupational safety hazards, and the safety precautions necessary in conducting daily operations; personnel policies and procedures.

### ***Education and Experience:***

- Must be at least 21 years of age.
- High school diploma or equivalent required.
- Must have a valid drivers license with an acceptable driving record.
- A minimum of 3 years of dispatch, customer service, and/or operating experience required.
- A minimum of 1 year supervisory experience required

### ***The ideal candidate will:***

- Possess a positive attitude, and practices good judgement, while open to receiving/providing feedback
- Hold the ability to get along with others, individually and in a large group. Has the desire to care for the organization's well-being and for the co-workers he/she interacts with. Interested in partaking in group development and team building activities
- Be open to collaborate and work in a team-oriented and helping environment
- Possess an influential and welcoming communication style
- Foster a culture that values critical thinking and problem solving; and encourages constructive feedback, engagement, inclusion, and diversity at all levels