



**JOB TITLE:** Shop Foreman  
**DEPARTMENT:** Maintenance  
**REPORTS TO:** General Manager  
**JOB LOCATION:** Denton, Texas

**LAST REVISION DATE:** 08/2020  
**JOB TYPE:** Full-Time  
**PAY TYPE:** Exempt  
**HOURS:** Standard schedule, with nights, weekends, and holidays, as needed

**JOB SUMMARY:**

Manages and implements required bus fleet maintenance to provide reliable service. Oversees and monitors programs and objectives to ensure buses are properly repaired, maintained, and serviced. Leads and ensure the operational processes are maintained and continuously improves the Fleet Maintenance Department. This position is also responsible for audits and problem solving in an effort to reduce operational costs while increasing customer satisfaction. The Shop Foreman is responsible for the department's adherence to standard work, as well as all scheduling, forecasting and strategic planning for the department. 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***

- Plans and supervises work procedures and methods used by assigned personnel to repair, service, and maintain DCTA buses.
- Assigns work and assures appropriate training in work procedures and reviews completed work for conformance to stipulated programs and procedures.
- Evaluates and monitors the performance of staff for compliance with programs and policies and attainment of goals and objectives.
- Identifies performance deviations and determines appropriate course of action to correct problem areas.
- Implements safety procedures for proper transport, storage, and disposal of solid and hazardous materials and hazardous waste within maintenance facilities
- Responds to inquiries from regulatory personnel related to hazardous materials and hazardous waste management
- Assists the General Manager with the development and administration of maintenance programs, policies and procedures, goals, and objectives
- Evaluates the cause of repair failures and implements improvements
- Meets and confers with bus manufacturer's technical representatives regarding maintenance and service
- Assures warranty work for compliance
- Coordinates assigned areas, job picks, work schedules, and transition of work between shifts
- Trains, develops, monitors, and evaluates performance; reviews and recommend personnel actions for approval and recommends new hires and changes in personnel status such as promotions, transfers, discharges, salary adjustments, etc. to the General Manager.
- Oversees the parts coordinator to ensure inventory control, vehicle documentation compliance, and procurement process is completed accurately and within company standards.

- Manages the pre-payroll process including but not limited to approving staff vacation / sick time, editing timesheets, and reviewing of all department staff timesheets to ensure accuracy for payroll processing.
- 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.
- Detailed knowledge and understanding of the scope and types of repairs, inspection, and maintenance performed at the terminal/garage level required.
- Working knowledge of environmental safety, chemicals, and waste.
- Working knowledge of various trade contracts and unions.
- Strong organizational skills and detail oriented.
- Possesses competent computer operations and word processing, spreadsheet, and database software skills.
- Ability to work with sensitive information while maintaining strict confidentiality.
- Ability to work collaboratively with other departments.
- Ability to effectively and efficiently manage staff and operate in a fast-paced environment.
- Ability to maintain effective working relationship with departments, employees and managers at all levels of the internal organization, as well as vendors.
- Ability to manage time efficiently and effectively to meet company standards.

**EDUCATION AND EXPERIENCE:**

- Technical College certification or bachelor's degree in Engineering or a related technical field.
- 7+ years of experience in vehicle maintenance and repair, or an equivalent combination of education and experience relating to position, or equivalent military experience.
- 3 years of supervisory experience required; management experience preferred.
- Transit operations experience preferred.
- Experienced in interviewing employees regarding accidents, complaints, and/or disciplinary actions preferred.
- Ability to obtain/maintain a minimum Class B valid Commercial Driver's License (CDL) with Passenger (P) endorsement and Airbrakes (A) for public passenger transport valid within the State of Texas.

**COMPETENCIES:**

***The ideal candidate will possess the following attributes:***

- |                    |                     |                  |
|--------------------|---------------------|------------------|
| • 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.***

- Prolonged periods standing and walking.
- Able to bend, stretch, push, pull, and move as needed to reach, clean, and service machinery.
- Must be able to visually inspect machines.
- Must be able to lift and carry up to 75 pounds.

**WORK ENVIRONMENT:**

- Works indoors / outdoors and in inclement weather conditions such as rain, ice, sleet and in cold or hot temperatures.
- Are often exposed to hazardous situations, conditions, and equipment that result in cuts, bruises, or minor burns.
- Work inside enclosed vehicles, such as trucks, buses, and company compact cars / vans. May work in cramped workspaces underneath buses or vehicles that require getting into awkward positions.
- Regularly wears protective gear, such as goggles or earplugs.
- Are exposed to contaminants, such as antifreeze and chemical degreasers, daily.
- Are exposed to sounds and noise levels that are distracting and may be uncomfortable daily.

As an employee of NTMC you are to adhere to all safety & security best practices, policies and procedures at all times while you are on DCTA property and inside DCTA vehicles. You are to report all incidents/accidents/ hazard and security situations immediately to minimize the risk of injury and property damage. \_\_\_\_\_

Initial

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date