

TITLE	Field Supervisor
OVERTIME	Non-Exempt
Version	August 2022

PURPOSE OF POSITION:

Under general direction of the Transportation Operations Manager, the Field Supervisor manages daily transit operations. Main responsibilities include but are not limited to hiring, training, scheduling, and managing drivers, responding to roadside emergencies, maintaining vehicles, monitoring routes, and ensuring the district follows safety procedures. Covers driving and dispatch duties as needed.

ESSENTIAL JOB FUNCTIONS:

The essential functions of the position include, but are not limited to, the functions outlined below. Regular and consistent attendance is an essential function of this position.

1. Work closely with Transportation Operations Manager in overseeing the Lead Driver, Drivers and Dispatchers including providing recommendations on hiring, training, work schedule, employee grievance, and performance evaluations.
 - Promotes and maintains accountability of staff.
 - Provides ongoing training for staff in adherence to policies and procedures.
 - Assists with the coordinated development and implementation of ADA, passenger assistance, and safety training programs for staff with management.
 - Trains and manages staff on MCEDD grievance policies and procedures.
 - Trains staff on adherence to laws appropriate to The Link.
 - Train staff on scheduling software.
 - Ensures drivers are properly trained on passenger assistance and defensive driving on a three year cycle (or more if needed).
 - Ensures staff maintains high customer service skills through training and coaching.
 - Manages scheduling of drivers, requested time off, and ensures all routes are covered.

2. Incidents
 - Documents service disruptions, security incidents and driver performance/behavior in accordance with policies and procedures. May assist drivers in filing of digital or physical reports.
 - Assists in the processing and follow up of customer service or staff complaints related to a driver or dispatcher – works directly with appropriate staff to resolve the issue and/or their manager, as appropriate.
 - Investigates accidents, incidents, disputes, and disturbances as assigned, in accordance with policy, and in conjunction with involved authorities.
 - Responds to emergency situations during and after normal business hours for the purpose of resolving immediate safety concerns.

3. Vehicles and Bus Stop Facilities
 - Ensures all vehicles adhere to the vehicle maintenance policy, that repairs are fixed in a timely manner and preventative maintenance as scheduled in advance to reduce unexpected downtime of vehicles.

- Input appropriate data into maintenance record keeping database. Keep inventory of vehicle supplies and order as needed.
 - Perform or assign minor maintenance (i.e. replace wipers, lights, etc).
 - Ensure vehicles have all required items and meet cleanliness standards.
 - Ensure bus stop facilities are maintained appropriately.
4. Implements and evaluates The Link routes and service delivery.
 - Reviews daily manifests for ridership, driver accounting, and timeliness of rides delivered.
 - Maintains processes to implement necessary policies and requirements.
 - Implements corrective actions as necessary.
 - Assigns staff for necessary service delivery.
 5. Covers dispatch operations and drive routes as needed.
 6. Supports Manager in working with internal and external personnel (state and public agencies, parents, transportation regulation agencies, vendors, etc.)
 7. Participates in meetings and workshops for the purpose of identifying issues, developing recommendations, supporting other staff, increasing knowledge of transportation, and serving as a MCEDD representative.

AUXILIARY JOB FUNCTIONS:

- Follow MCEDD policies and procedures. Follow all safety rules and procedures for work areas. Maintain work areas in a clean and orderly manner.
- Maintain cooperative working relationships with other District staff, member organizations, and the general public.
- Maintain proficiency by attending trainings and meetings, reading materials, and meeting with others in areas of responsibility.
- Set goals and establish processes and procedures to accomplish goals.
- Other duties as assigned.

JOB QUALIFICATION REQUIREMENTS:

Minimum Qualifications:

Knowledge of customer service practices; vehicle maintenance principles; management principles and modern personnel practices. General knowledge of public transit services.

Ability to Work in a team environment; prepare accurate daily reports; adjust to changing needs of The Link; communicate clearly and effectively both orally and in writing; research, plan, organize, prioritize, direct, and implement a variety of tasks related to operation of a vehicle(s); function as a mediator and facilitator; analyze issues quickly, summarize and present differing views accurately to promote positive resolution; work flexible hours to meet the program’s demands, including periodic coverage of Saturday duties; present a professional image of the program; read, comprehend and follow direction; meet deadlines; establish and maintain effective working relationships within the agency and in the community; create and maintain a positive, non-judgmental atmosphere for co-workers.

Skills in public transit implementation, and evaluation; communication; negotiation; customer service and planning principles.

Desirable Qualifications:

Knowledge of public transportation policies and special transportation needs of passengers. Thorough knowledge of transportation service delivery and of streets in the service delivery area. Ability to effectively communicate verbally in Spanish. Knowledge of transit scheduling software. A Commercial Driver’s License with passenger endorsement.

Education, Experience and Training: High school graduation or equivalence; formal driver’s training; four years’ experience working directly with the public; a non-commercial Driver’s License; two years combination of management experience with at least one year of transit management preferred; or any satisfactory combination of experience and training as determined by the hiring authority.

WORKING CONDITIONS:

Usual office environment. The noise level in the work environment is usually moderate and subject to electronic influences. Work will take place within office, The Link vehicles and public environments. Occasional evening and weekend work will be required. Out of town or out of county travel or overnight lodging may be required on occasion. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS:

While performing the duties of this job, the Field Supervisor is frequently required to sit, talk, see, and hear. The employee is occasionally required to stand, walk, use hands to finger, handle, or feel objects, tools, drive a vehicle using standard vehicle controls, standard keyboards of office equipment or controls; reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 35 pounds, and assist persons with disabilities using mobility devices board and de-board from the vehicle. Specific vision abilities required by this job include close vision, night vision, and the ability to focus from near to far or far to near objects. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Specific Physical Job Functions and Physical Demands:

1. Sit in driver’s seat for long periods of time.
2. Use full range of sense of hearing, including tone, pitch, and volume, when operating transit vehicle, using two-way radio, and assisting passengers and public.
3. Use full range of sense of speech, including audibility, annunciation, and projection, when using two-way radio and assisting passengers and public.
4. Use full range of sense of vision, including depth perception, accommodation, color vision, and acuity near/far when operating transit vehicle.
5. Finger (manual dexterity) vehicle controls and paperwork.
6. Handle transfers and other paperwork.
7. Push passengers in wheelchairs over short distances.
8. Pull passengers in wheelchairs over short distances.
9. Stoop when performing vehicle inspections and securing wheelchairs.
10. Crouch when performing vehicle inspections and securing wheelchairs.
11. Kneel when performing vehicle inspections and securing wheelchairs.
12. Bend at the knee, hip, and waist when operating vehicle, performing vehicle inspections, and securing wheelchairs.

13. Twist at the knee and waist when operating vehicle, performing vehicle inspections and securing wheelchairs.
14. Reach forward, rearward, upward, and downward when operating vehicle, performing vehicle inspections, and securing wheelchairs.
15. Stand while performing vehicle inspections and assisting passengers and the public.
16. Walk while performing vehicle inspections and assisting passengers and the public.
17. Be subject to wet, cold, and/or hot environmental conditions.
18. Be subject to a low risk of injury due to vehicle accident, mechanical failure, fire, and/or explosion.
19. Be subject to vehicle noise and vibration while operating transit vehicle.
20. Be subject to vehicle exhaust fumes and odors, and road dusts and mist.
21. Write reports in a coherent, legible manner.
22. Collect and count fares.
23. Clean & wash interior & exterior of vehicles.
24. Other functions that may be assigned.

Comparison Chart of Typical Job-Related Activities

The following chart lists the types of movements and actions that the bus driver must perform and the frequency of these movements and actions.

Symbol descriptions: Symbol	Frequency	Explanation
NA	Not Present	Activity or Condition does not exist.
S	Seldom	Activity or Condition exists up to ¼ of the time.
O	Occasionally	Activity or Condition exists up to 1/3 of the time.
F	Frequently	Activity or Condition exists from 1/3 to 2/3 of the time.
C	Constantly	Activity or Condition exists 2/3 or more of the time.

Movement	Description	Tasks	Frequency
Reaching	Extending hand(s) and arm(s) in any direction	- <i>Steering</i> vehicle and operating controls. - <i>Securing</i> mobility device to vehicle floor. - <i>Checking</i> exterior and interior equipment while performing pre-trip inspection. - <i>Opening</i> and closing passenger and lift doors	C F O F
Walking	Moving about on foot to accomplish tasks.	- <i>Boarding</i> & deboarding vehicle. - <i>Moving</i> about work facility	F F
Pulling	Using upper extremities to exert force in order to draw, drag, haul objects in a sustained motion.	- <i>Assisting</i> passenger using mobility devices whose combined weight could be up to 600 lbs, onto and off of lift platform & while maneuvering inside vehicle.	F
Lifting	Raising objects from a lower to a higher position or moving objects horizontally from position to position requiring the use of the	- <i>Assisting</i> passenger using mobility devices whose combined weight could be up to 600 lbs, onto and off of lift platform & while maneuvering inside vehicle.	F

	upper extremities and back muscles.		
Climbing	Ascending or descending stairs using feet/legs &/or hands/arms	- <i>Boarding</i> & deboarding vehicle.	F
Balancing	Maintaining body equilibrium to prevent falling when walking, standing, crouching, reaching on narrow, slippery, or moving surfaces.	- <i>Bending</i> and reaching to secure mobility device to vehicle floor. - <i>Riding</i> on lift while steadying lift user &/or mobility device. - <i>Crouching</i> to look under vehicle while performing pre-trip inspection.	F F O
Stooping	Bending body downward & forward by bending spine at the waist. Requires full use of the lower extremities & lower back muscles.	- <i>Bending</i> & reaching to secure mobility device to vehicle floor. - <i>Looking</i> under vehicle and inside vehicle while performing pre-trip inspection.	F O
Kneeling	Bending legs at knee to come to rest on knee or knees.	- <i>Reaching</i> & twisting to secure mobility device to vehicle floor. - <i>Looking</i> under vehicle while performing pre-trip inspection.	F O
Crouching	Bending the body downward & forward by bending legs & spine.	- <i>Reaching</i> & twisting to secure mobility device to vehicle floor. - <i>Looking</i> under vehicle while performing pre-trip inspection.	F O
Crawling	Moving about on hands and knees.	- <i>Securing</i> mobility device to vehicle floor.	F
Grasping	Applying pressure to an object with the fingers & palm.	- <i>Holding</i> & turning vehicle steering wheel - <i>Whenever</i> maneuvering mobility devices & those using them. - <i>Operating</i> vehicle controls. - <i>Securing</i> & adjusting mobility device securement straps & clamps. - <i>Checking</i> mechanical parts while performing pre-trip inspection. - <i>Opening</i> & closing passenger & lift doors.	C F C F O F
Pushing	Using upper extremities to press against something with steady force in order to thrust forward, downward, or outward.	- <i>Assisting</i> passengers using mobility devices whose combined weight could be up to 600 lbs onto & off of lift platform, over curb-cuts & driveways, & while maneuvering inside vehicle.	F

Fingering	Picking, pinching, typing, or otherwise working primarily with fingers rather than with the whole hand or arm as in handling.	- <i>Operating</i> vehicle & lift controls & buttons. - <i>Looking</i> under vehicle while performing pre-trip inspection.	C O
Feeling	Perceiving attributes of objects, such as size, shape, or temperature.	- <i>Monitoring</i> condition of vehicle systems by feeling for temperature. - <i>Identifying</i> location of securement tracks or brackets on floor of vehicle while reaching behind or under a seat or mobility device.	S F
Talking	Expressing or exchanging ideas by means of the spoken word. Conveying detailed or important spoken instruction to others accurately, loudly or quickly.	- <i>Communicating</i> with dispatcher & other operators via two-way radio. - <i>Assisting</i> general public with schedule & route information. - <i>Directing</i> others in times of duress or emergency.	F F S
Hearing	Perceiving the nature of sounds with or without correction. Ability to receive detailed information through oral communication, & the ability to make fine discriminations in sound.	- <i>Communicating</i> with dispatcher & other operators via two-way radio. - <i>Assisting</i> general public with schedule & route information. - <i>Interpreting</i> sound of traffic & emergency sirens. - <i>Monitoring</i> sounds & vibrations associated with engine & vehicle use.	F F C C

SUPERVISORY RESPONSIBILITIES:

Does not provide direct supervision to any employees but works closely with the Transportation Operations Manager in oversight of the Lead Driver, Drivers, and Dispatcher/ Schedulers.

SUPERVISION RECEIVED:

Works under the general supervision of the Transportation Operations Manager.

Acknowledgement:

Received by Employee: _____ Date: _____
(signature)