

OPERATIONS SUPERVISOR

The position works in conjunction with other management staff in a supervisory role to oversee the efficient and effective daily operation in the Transit & DAR Systems with a concentration on Safety to ensure that safe, quality transportation service is efficiently delivered to customers.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Ensure awareness of emergency procedures (phone numbers, safety locations, first aid equipment, etc.)
- Take appropriate disciplinary actions depending upon circumstances,
- Assist with dispatching for both Transit and DAR as needed,
- Transport employees to Occupational Services for random and post-accident drug & alcohol testing,
- Handle passenger complaints and relaying of bus schedule information as needed,
- Ensure all employees report to work and cover open DAR & fixed route work,
- Assist in new route or schedule development.
- Develop alternative routes to circumvent obstacles such as construction sites, etc. (detours)
- Monitor & evaluate all operators in driving techniques, on time performance and schedule compliance.
- Ensure compliance with relevant federal, state, local & company policies, procedures & regulations,
- Prepare daily, monthly, and annual reports as required by senior management.
- Perform safety inspections and provide written reports of any observed unsafe conditions/practices or policy violations and initiate corrective actions as needed.
- Respond to and investigate accidents/incidents, complete and submit proper documentation, assist in implementing appropriate corrective actions as needed.
- Document all training programs and assist in maintaining proper records of training, certifications, and administration for personnel files.
- Maintain and review Vehicle Condition Reports and discuss with the Maintenance Department as needed.
- Other duties as assigned by the Assistant General Manager or General Manager.

JOB QUALIFICATIONS, KNOWLEDGE, SKILLS & ABILITIES REQUIREMENTS

Education/Experience:

- High School Diploma or GED equivalent,
- At least five years of transportation industry experience, preferably some as an operator,
- Two years of supervisory experience preferred,
- Two years relevant experience preferred or any equivalent combination of education and job experience that demonstrates the ability to successfully do the job.

Necessary Knowledge, Skills, and Abilities:

- Must be able to read a map and possess knowledge of the service area,
- Pleasant telephone mannerism.

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- Detail oriented, well organized, and possess effective time management skills.
 - Ability to interact professionally with internal/external customers & able to work well with diverse groups.
 - Ability to perform basic office clerical skills, filing, etc.
 - Must have computer proficiency, Word, Excel, Outlook, Internet & other transit-related software,
 - Ability to read, write and comprehend instructions, correspondence, reports, memos and other company documentation.
 - Ability to calculate numbers, fractions, percentages, ratios/proportions, and measurements.
 - Knowledge of safe driving practices and laws.
 - Knowledge of DOT & DPU regulations and requirements.
 - Knowledge of office equipment (fax, copier, etc.).
 - Ability to use digital camera, cellular phone & two-way radio.

Pre-Employment Requirements

- Employment is contingent upon passing a pre-employment DOT drug test and DOT physical done by a company appointed physician/facility.
- Employment is contingent upon a satisfactory CORI (Criminal Offender Record Information) check, and background check.
- Must complete and sign the Kiessling of Attleboro, Inc. employment application in its entirety.
- Must provide a complete and verifiable employment history. Employment history must include the past 10 years of employment, when applicable.
- Must present a current (within the last 90 days), valid driving record from the Registry of Motor Vehicles (RMV) or from www.mass.gov verifying a two-year driving record without any serious moving violations.
- KOA of Attleboro, Inc. will review the existence of any violations or convictions and may deny employment based on a violation, conviction or pattern of violations/convictions indicating safety risks.
- Must successfully pass training and probation program during probation period.
- Must be a minimum of 21 years of age.

Licensing and Certification:

- Must possess and maintain a current, valid Massachusetts or Rhode Island Class A or B driver's license along with airbrakes and passenger endorsements upon applying and meet its requirement during employment.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Meets medical examination standards in 49 CFR 391.41.
- Must occasionally lift and/or move up to 50 pounds.
- May be assigned to travel to company functions, outside training and errands.
- Must be able to operate the company vehicle.
- Work is accomplished both outdoors in inclement weather & indoors in air conditioned/well ventilated facilities.
- Performs physical activities that require considerable amount of sitting, use of the arms, hands & fingers, repetitive hand-wrist motion, repetitive leg & foot movements, moving the whole body, such as standing, reaching, crawling, climbing, lifting, bending, walking, stooping, pushing, pulling, kneeling, and twisting.

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- Occasionally required to work extended hours as required by management, this is a salaried position.
 - Occasionally exposed to wet and/or humid conditions, fumes, or airborne particles, toxic or caustic chemicals, vibrations, moderate noise levels and moving mechanical parts.

JOB CLASSIFICATION

This position will be eligible for the full range of company benefits. This position is classified as exempt from overtime and is a Non-Union position.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required.