

POSITION DESCRIPTION

Title: BRATS Driver Supervisor

Department: Baldwin Regional Area Transit System (BRATS)

Job Analysis: Sept. 2008, June 2009, Feb. 2011, **July 2021**

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Fleet and Driver Manager, Director of Transportation

Subordinate Staff: Public Transit and County Courier Drivers

Internal Contacts: Baldwin County Commission, County Administrator, BRATS Personnel

External Contacts: ALDOT, General Public, Business Community

Status: Classified/Non-Exempt (309)

Job Summary

Supervise the BRATS public transit and courier drivers. Responsibilities include 1) supervise subordinate staff and subordinate staff duties (driving, vehicle maintenance, customer service, paperwork, etc.) assigned to four transit hubs located throughout the County; 2) manage driver leave time and schedule substitute drivers as required; 3) serve as emergency substitute driver as needed/required; 4) adequately communicate administrative and safety information to drivers; 5) coordinate BRATS fleet vehicle maintenance as required; 6) assist with recruiting, selection, training, retraining, performance evaluations, and discipline of subordinate staff; 7) participate in scheduled meetings, trainings, etc.; and 8) perform other duties as deemed necessary by the Fleet and Driver Manager.

Job Domains

- A. Safety
 - 1. On-call for emergencies.
 - 2. Assist with investigations of accidents and incidents including retrieving and reviewing video surveillance of incidents in questions.
 - 3. Assist in training of driver personnel.
- B. Maintenance
 - 1. Ensure that drivers are properly maintaining vehicles.
 - 2. Coordinate with office staff to track/schedule vehicles for maintenance.

C. Management

1. Assist with the creation and implementation of new policies and procedures.
2. Assist with the creation and planning of new routes.
3. Assist with route analysis.
4. Oversee all subordinate staff to ensure staff follow federal, county and department policies and procedures.
5. Assist with investigations and resolving personnel concerns.

D. Reports

1. Generate reports required in relation to duties

E. Assisting Fleet and Driver Manager

1. Assists Fleet and Driver Manager in overall operation of department.
2. Assists with presentations, training, and marketing of the department.

F. Miscellaneous

1. Create necessary forms for drivers.
2. Promote Public Transit.
3. Assist with technological problems and improvements.
4. Attend workshops and conferences in relation to the job.

G. Essential Functions

1. Maintain control of passengers while they are aboard the vehicle.
2. Secure and tie down wheelchairs properly.
3. Record the time of each pick up and drop off.
4. Properly perform pre-trip and post-trip inspections of the vehicle.
5. Report maintenance issues and safety hazards.
6. Maintain cleanliness of vehicle.
7. Maintain fuel level of vehicle.
8. Maintain accurate paperwork and training documentation.
9. Assist passengers within established guidelines.
10. Provide information to passengers.
11. Speak professionally and clearly on telecommunications devices.
12. Be familiar with current training procedures and safety equipment.
13. Able and willing to receive and maintain PASS certification and additional training.
14. Implement safety and training programs.
15. Provide orientation and training procedures for new drivers.
16. Assist in documenting and reviewing accidents and incidents.
17. Perform driver knowledge and performance evaluations.
18. Assist in emergency management as needed.
19. Other functions as deemed necessary.

Knowledge, Skills, and Abilities

Due to rapidly changing laws, regulations, technology, etc., BRATS focus as much on an individual's ability to learn and apply new knowledge, skills, and abilities as on an individual's existing knowledge, skills, and abilities.

1. Skills to communicate effectively and clearly with general public, specifically elderly and impaired citizens.
2. Ability to keep detailed records and make accurate reports.
3. Ability to read road signs correctly.
4. Knowledge to understand rules and regulations of defensive driving.
5. Ability to follow routine oral and written instructions.
6. Math skills to keep correct figures on fares, miles traveled and gallons of gas and oil purchased.
7. Knowledge and understanding of the Alabama State Highway Public Transportation Highway rules and regulations.
8. Ability to deal with general public in a professional, courteous and polite manner.
9. The ability and patience to work with individuals with disabilities.
10. Ability to convey procedures and instructions to new hires and existing staff.
11. Ability to relate pertinent information and safety hazards to supervisor.
12. Skills to create an environment conducive to learning and instruction.
13. Ability to operate an electronic and to communicate effectively and clearly.
14. Ability to work in computer software programs.

Other Characteristics

1. All BRATS Team Members are expected to be very flexible team players. Any BRATS team member may be required to transport passengers (this is our core mission) or perform any other tasks required of any other BRATS team member.
2. Need to have transportation to work
3. Must dress in professional manner to interact with the public
4. Must have positive attitude
5. Handle stressful situations calmly and professionally
6. Must be able to travel as deemed necessary
7. Willing to work non-standard hours as necessary

Physical Qualifications

1. Ability to see, read, write, stand, walk, reach, pull, push, bend, turn, climb, escort passengers, observe passengers, lift a minimum of 50 lbs. unassisted and secure passengers and mobility devices.
2. Must have 20/40 vision or better with corrected lenses.

Minimum Qualifications

1. Must have a valid Commercial Driver's License with Passenger Endorsement.
2. Minimum of three (3) years direct supervisory experience.
3. Bachelor's degree preferred, but not required.
4. Criminal background check authorization required.
5. Pre-employment drug screening, random drug screening and post-accident drug and alcohol screenings are required.