

JOB DESCRIPTION

PROGRAM: School & Community Transportation Program

JOB TITLE: Lead Operator

JOB CLASSIFICATION: Transportation Operator IV

PAY GRADE: 10

JOB SUMMARY

Delivering essential transportation services within STEP's Independent Living Pathway to Success, the Transportation Lead Operator, as a member of the transportation management team, supervises assigned Shared-Ride Transportation Operators (Drivers). The Lead Operator assumes a leadership role in many areas to include program planning, service evaluation, continuous quality improvement processes, and the development and mobilization of resources and assets for program operation. In conjunction with the Transportation Manager, develops and implements programs and procedures in compliance with federal and state regulations and agency policies. Provides training to all employees in the areas of safety, drug and alcohol, and security. Develops and conducts training for new hires and veteran drivers to meet safety and operations requirements, including training on new or modified equipment or procedures. Responds to personal injury and vehicle accidents and completes on-scene investigations and preparation/submission of reports to insurance carriers & the Lead Operator-Fleet Coordinator. Ensures Program vehicles comply with all applicable government regulations, laws, and safety standards and schedules service, repairs, and inspection. Maintains a database that tracks all aspects of Program transportation including (but not limited to): vehicle service records, inspection and registration dates, vehicle mileage, driver assignments, and driver licensure. As needed, provides safe, efficient transportation service by operating an assigned STEP vehicle, and transportation scheduling and dispatching. Maintains positive communication with passengers, other staff and the general public, and assists the Assistant Program Manager in building and maintaining significant partnerships and collaborations with appropriate STEP Programs and the broader community. Assists with other transportation-related tasks as needed.

SUPERVISORY RELATIONSHIPS:

Reports to: **Program Manager**

Supervises: **Transportation Operators I**

QUALIFICATIONS

- Associate degree in business management or administration, or related field, or an equivalent combination of education and experience in the transportation of goods, commodities or the general public, or any combination of education and experience sufficient to demonstrate possession of the required knowledge, skills and abilities;
- Experience which demonstrates technological competence, including the ability to understand, capitalize upon and enhance information systems within the framework of a complex computer network utilizing common word processing, electronic messaging, spreadsheet and database software;
- Two years of work experience with shared-ride transportation functions such as scheduling, dispatching, and driving;
- Valid driver's license and a vehicle carrying adequate insurance;
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions, including the following: the ability to sit for long periods of

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time, stand, climb stairs, carry up to twenty pounds unassisted, and assist passengers (including passengers with restricted mobility) to enter and exit vehicles; have unrestricted use of the upper body, finger dexterity, and corrected or uncorrected hearing and vision within normal ranges.

GENERAL REQUIREMENTS

- Flexibility to work altered and nontraditional work schedules, as assigned;
- Transportation on a daily basis with adequate insurance coverage;
- Home or cellular telephone available for daily use;
- Participation in job-related training;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, and FBI Clearance current within 90 days of employment; and a Motor Vehicle Record check; and,
- Upon conditional offer of employment, the individual shall submit to a pre-employment substance abuse test in which the results are confirmed negative; and,
- As part of on-going employment, complies with all federal and agency alcohol and substance abuse policies and regulations that apply to safety-sensitive positions, including required substance abuse testing and reporting.

SPECIFIC DUTIES

- ❖ Supervise assigned Drivers to include completing annual evaluations;
- ❖ Observe and evaluate Drivers and provide retraining and/or other corrective actions;
- ❖ Performs instructional check rides with van drivers when safety is in question to counsel on improved driving techniques for compliance with STEP safety policies;
- ❖ Ensure appropriate documentation is completed and filed for disciplinary and other personnel-related actions;
- ❖ Act as the single point-of-contact for assigned Driver-related issues; keep Assistant Program Manager informed of Driver-related problems and concerns;
- ❖ Report to the Assistant Program Manager all accidents as immediately as possible, regardless of injury/damage; initiate accident investigation and reporting; respond to accidents, cooperate with police investigations, obtain accident reports, and provide reports to insurance offices;
- ❖ Develop security procedures that can be applied to STEP Transportation service vehicles; oversee vehicle security cameras and preserve video as needed for review and incident/accident reporting;
- ❖ Work routinely with the other Lead Operator to inspect vehicles, ensuring Drivers keep vehicles clean (interior and exterior) and fueled; maintain documentation;
- ❖ Ensure Drivers' performance of required daily Program vehicle inspection and vehicle maintenance checks; maintain documentation;
- ❖ Ensure Drivers are communicating vehicle needs, notifying appropriate staff of vehicle problems;
- ❖ Monitor Driver hours daily and recommend actions to manage hours throughout the week; act as liaison between Drivers and the Transportation Schedulers to ensure schedules are divided equitably;
- ❖ Participate in hiring and other Driver-related personnel actions;
- ❖ Coordinate's driver training program in conjunction with the other Lead Operator to include selection of training materials and activities, including maintain training documentation;
- ❖ Develop and administer retraining to experienced Drivers to meet safety and operations requirements including training on new or modified equipment or procedures; maintain training documentation;
- ❖ Produce periodic training memorandums when appropriate and publish a Driver's Policies and

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Procedures Manual;

- ❖ Ensure all safety manuals and plans, policies and practices are current and meet the needs of the agency and Federal and State regulations;
- ❖ With the Transportation Manager, coordinate STEP Transportation's drug and alcohol program and policies, including drug and alcohol random, pre-employment and post-accident testing for drivers;
- ❖ Comply with all federal and agency alcohol and substance abuse policies and regulations that apply to safety-sensitive positions, including required substance abuse testing and reporting;
- ❖ Work with personnel in providing training and staff development to prevent repetitive motion injuries, back, shoulder, neck and arm injuries for new hires and for refresher training;
- ❖ Become trained to perform and substitute, when requested by Supervisor, in the following areas: Dispatching, Transportation Scheduling, and office support; answer multiline phone system, taking requests for transportation reservations; properly answer questions of clientele and the general public regarding routine Program operations;
- ❖ Chair monthly Driver meetings;
- ❖ Develop and maintain cooperative working relationships with various community resources for networking, advocacy, and public relations; promote service utilization through public speaking engagements, advertising, and other public relation strategies;
- ❖ Develop and maintain a cooperative working relationship with other STEP staff and programs;
- ❖ Represent the agency at local and state meetings, as appropriate;
- ❖ Safely operate a noncommercial passenger vehicle to transport, often simultaneously: elderly, adults, children, their escorts (any of whom may have physical and/or mental disabilities) and their related materials/mail under the provisions of Shared-Ride Transportation services as that duty is assigned by the Supervisor; obey all regulations and laws in operating the vehicle and perform all job functions in a safe manner and without any health restrictions;
- ❖ When needed, perform general Shared-Ride Driver's duties, as follows:
 - Assist mobility-restricted individuals, including those in wheelchairs, in entering and exiting the vehicle; when appropriate, assist such individuals in entering or departing from their pick-up/destination point;
 - Promote a positive image of STEP to passengers and the general public; maintain positive communication with passengers and their families and resolve, in a positive manner, any conflicts that may arise during the transporting of passengers;
 - Operate Driver technology, which includes, but is not limited to, GPS systems and mobile data terminals;
 - Operate personal computers for the purpose of interoffice and agency communications;
 - Perform routine daily vehicle check so as to keep vehicles clean, safe, and operable; deliver vehicles to garages and service centers for maintenance and repairs, as assigned;
 - Report personal traffic violations, and license suspensions or revocations to Assistant Program Manager within 48 hours;
 - Report to the Assistant Program Manager all accidents as immediately as possible, regardless of injury or damage;
 - Graciously decline all gratuities and gifts offered by riders or their families for services rendered;
 - On a daily basis, maintain, complete, and deliver to the office, accurate: driver logs, fuel use records, maintenance, timesheets and other records;
 - Report vehicle malfunctions to supervisor, and follow up with repair, if required;
 - Report to supervisor on passenger problems encountered during transport;
 - During programmatic business hours, be responsive to agency cell phone incoming

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- calls from the dispatcher or on-call supervisor requesting assistance with scheduling changes;
- Maintain confidentiality at all times;
- Adhere to all agency policies and procedures;
- Serve as a substitute office support position, when requested by supervisor, in such duties as: answering multi-line phone system, taking trip requests for transportation services, taking correct information from clientele, properly answering questions of clientele and the general public regarding routine Program operations; and,
- Perform all other related tasks as assigned.
- ❖ When needed, perform additional Shared-Ride Driver's duties, as follows:
 - Independently navigate a non-fixed route schedule, including a schedule with multiple and simultaneous pick-up/drop off locations and times;
 - Assist in loading and unloading passengers' groceries and packages to and from the vehicle when operating a Shared-Ride vehicle; and,
 - Collect all assigned fares and transmit all money receipts to appropriate agency personnel.
- ❖ Assume responsibility for ongoing professional growth and development; and,
- ❖ Attend trainings and staff meetings, as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Management principles and practices including program administration and personnel management and supervision;
 - State and federal traffic safety laws and regulations associated with the operation of fleet vehicles;
 - Principles of operation of automotive equipment sufficient to detect defective operation;
 - Proper use of two-way radios, Global Positioning Systems (GPS), video and audio equipment installed on the vehicles and other pieces of technology/software;
 - Trends, practices, procedures and regulations regarding public transportation systems;
 - Application and uses of technology for information management and communication systems to meet program needs;
 - General computer operating knowledge including the use of Microsoft Office Suite, including, but not limited to, Microsoft Word, Excel, Access, PowerPoint, Publisher, and Outlook components;
 - Effective customer service principles;
 - Needs and characteristics of the School and Community Transportation Program customers and resources to meet these needs;
 - Geographic area served;
 - STEP's Shared-Ride transportation system; and,
 - Basic fiscal and programmatic principles and policies.
- ❖ Skills in the following:
 - Collaboration with and coordination of staff;
 - Multiple oral communication skills, such as speaking, listening and interviewing;
 - Use of a keyboard and personal computer in networked environments using monitors, mouse, keyboard, disk drives, and printers;
 - Use of record-keeping and reporting systems, including automated management information systems;

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- Use of automated scheduling/dispatching software and equipment, including the use of Mobile Data Terminals, GPS, and other technology; and,
 - Writing, editing and communicating, including knowledge of English grammar, spelling, and punctuation as they would relate to the production of reports, work plans and other operational documents, as well as their use in communicating with a variety of individuals and groups.
- ❖ Ability to perform the following:
- Operate assigned vehicle in safe and skillful manner;
 - Plan, organize, direct, and evaluate the work of the assigned drivers, and provide supervision, technical assistance and guidance;
 - Communicate effectively in writing and speaking; address both individuals and large groups;
 - Understand and carry out oral or written instructions, some of which may include multifaceted procedures;
 - Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers, and the general public;
 - Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious and linguistic identities or backgrounds; establish effective, collaborative partnerships with people from varied social, economic and educational backgrounds;
 - Soundly interpret and apply program regulations and procedures and evaluate their efficiency and effectiveness; comprehend program goals and objectives and develop sound operational procedures based on the evaluation of customer needs;
 - Collect, organize, analyze, and process information quickly and efficiently;
 - Be creative, resourceful and flexible; take initiative and exercise independent judgment;
 - Adhere to strict regulatory timelines;
 - Anticipate and identify appropriate data management system needs; provide input in the design and refinement of databases used to support the Program;
 - Develop and implement administrative procedures and operations and evaluate their efficiency and effectiveness;
 - Identify and meet goals, objectives, outcomes, and timelines within broad parameters and work independently of direct supervision;
 - Direct and work in a high-paced environment; prepare adequate records and reports and demonstrate a high-level of attention to detail;
 - Prioritize complex and sometimes conflicting issues;
 - Positively communicate with and establish rapport with passengers;
 - Lift and carry packages, and assist passengers, some with disabilities and/or in wheelchairs, in and out of vehicles;
 - Resolve, in a positive manner, verbal or physical conflicts that may arise during transporting situations; and,
 - Maintain confidentiality at all times.