

## **JOB DESCRIPTION**

PROGRAM:                   **Transportation Services**

JOB TITLE:               **Transportation Fleet Manager**

PAY GRADE:               **9**

### **JOB SUMMARY**

Delivering essential transportation services within STEP's Independent Living Pathway to Success, the Transportation Fleet Manager assumes a leadership role in the acquisition and mobilization of resources and assets for program operations. In conjunction with the Transportation Program Director and Assistant Transportation Director, develops and implements procedures in compliance with federal and state regulations, and agency and department policies.

Ensures program vehicles, including school buses and assigned agency vehicles, are maintained and comply with all applicable governmental regulations and laws, and with all other applicable safety standards. Maintains a computerized 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. Schedules service, repair, and inspection appointments for all agency vehicles assigned. As needed, provides safe, efficient transportation service by operating an assigned STEP vehicle, including Head Start School Buses.

Works closely with the Driver Manager to maximize expenditures and deliver the highest possible level of service for the vehicles. Maintains positive communication with passengers, other staff, and the general public. Assists with other transportation-related tasks, as needed.

### **SUPERVISORY RELATIONSHIPS**

**SUPERVISES:** Not Applicable

**REPORTS TO:** Transportation Program Director

### **ESSENTIAL QUALIFICATIONS**

- ☐ High school diploma or GED certificate;
- ☐ One year of experience in professional passenger transport;
- ☐ Knowledge of the geographic area, particularly the road system, of Lycoming and Clinton counties;
- ☐ Valid driver's license and reliable daily transportation, carrying adequate insurance;
- ☐ Valid Commercial Driver's License (CDL), Class A or B with S (School Bus) and P (Passenger) endorsements; or a willingness to obtain these certifications within 6-12 months of employment;
- ☐ Valid Pennsylvania School Bus Drivers Physical Examination and Endorsement Cards; and,
- ☐ Computer training and/or documented proficiency with word processing, spreadsheet and database software; experience with and/or training in Microsoft Office products including Word, Outlook, Access, and Excel is preferred.

### **SPECIAL JOB REQUIREMENTS**

- ☐ Upon conditional offer of employment, the individual shall submit to a pre-employment substance abuse test in which the results are confirmed negative;
- ☐ As part of on-going employment, complies with all federal and agency alcohol and substance abuse policies and regulations which apply to safety-sensitive positions, including required substance abuse testing and reporting;
- ☐ Maintains CDL credentials and fulfills all requirements for a valid Pennsylvania School Bus Driver's License; and,

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- ☐ Documents a physical examination within twelve months prior to the employment date and undergoes a physical examination within every thirteen months thereafter; documents a tuberculosis test within twenty-four months prior to the employment date and undergoes a test every two years thereafter.

#### **GENERAL REQUIREMENTS**

- ☐ Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check;
- ☐ Recognizing and Reporting Child Abuse training completed within 90 days of hire;
- ☐ Clear speaking voice and the mental and physical ability to perform essential job functions with or without any health restrictions, including the ability to sit for extended periods of 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;
- ☐ Evaluates as having negative-result alcohol and other drug tests, as required by Federal regulations;
- ☐ Maintains and promotes a positive, professional image ensuring that attire is safe, clean, and does not detract from positive customer service or working relationships with the general public or fellow employees; proper footwear is required to provide safe mobility into and out of vehicles; and,
- ☐ Participation in job-related trainings, as assigned.

#### **SPECIFIC DUTIES**

- ❖ 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;
- ❖ Works routinely with the Driver Manager to inspect vehicles, ensuring Drivers keep vehicles clean (interior and exterior) and fueled; maintain documentation;
- ❖ Ensure Drivers are communicating vehicle needs, and ensure needs are met and maintenance problems addressed in a timely manner;
- ❖ Ensures transportation operations are cost-effective and efficient by maintaining, monitoring, and analyzing comprehensive records on vehicles, service and repairs, registration, and inspection;
- ❖ Develop and implement operational standards to maintain agency vehicles by advocating best practices in industry;
- ❖ Ensure all Program vehicles, including school buses, cost-effectively comply with all state and federal regulations affecting their operation at all times;
- ❖ Maintains accurate daily driving logs, fuel use records, maintenance, and other records;
- ❖ Routinely inspects all assigned agency vehicles and maintains documentation;
- ❖ Directs the service, repair, and preventive maintenance of for all Program vehicles, including school buses and assigned agency vehicles; develops, implements, and supervises preventive maintenance programs; periodically reviews repair work and procedures to ensure accuracy, completeness, and efficiency; recommends vehicles for replacement, prepares specifications, and arranges for auction or disposal as necessary;
- ❖ Collects and maintains all Program vehicle operation records, including repairs, maintenance expenses, fuel, registration, and inspection in a computerized database;
- ❖ Maintains a computerized system that tracks all aspects of program transportation, including but

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- not limited to vehicle service records, inspection and registration dates, vehicle mileage, driver assignments, and driver licensure; tracks and monitors the re-certification of drivers' CDL licensure and their annual physicals and records of vehicle sales;
- ❖ Schedules and obtains required bi-annual state inspection for Shared-Ride vehicles and maintains documentation;
  - ❖ Schedules and obtains PA state inspections twice a year for school buses; in addition, arranges required annual State Police Inspection for school buses and maintains documentation;
  - ❖ Negotiates services and repairs with service vendors, arranges for all necessary repairs, oversees the quality of repair services rendered, and maintains contacts with vendors;
  - ❖ Assesses and provides training for personnel; directs supervisory staff in planning and scheduling of automotive repairs;
  - ❖ Ensures all paperwork associated with each vehicle is accurate and submitted to the proper STEP staff;
  - ❖ Streamline and monitor fuel purchase system with assistance of Fuel Cards for all vehicles and drivers;
  - ❖ Ensure fleet availability to meet all requests by scheduling;
  - ❖ Maintains inventories of transportation assets by funding source;
  - ❖ Maintains knowledge and utilizes all fleet information to forecast new requirements;
  - ❖ Participates in preparation of requests for funding for vehicle replacement and vehicle specifications for bidding process;
  - ❖ Inspections of new vehicles when received for compliance to specifications and regulations; collaborates with supervisor and Head Start Director for all school bus purchasing activities;
  - ❖ Investigates motor vehicle accidents and submits reports for authorization of repairs to STEP vehicles;
  - ❖ Remains current with Head Start transportation regulations and state and federal school bus regulations at all times;
  - ❖ Becomes 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;
  - ❖ Safely operates a school bus or 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 Head Start or Shared-Ride Transportation services as that duty is assigned by the Supervisor; obey all regulations and laws in operating the vehicles and performs all job functions in a safe manner and without any health restrictions;
  - ❖ Assume responsibility for ongoing professional growth and development;
  - ❖ Attend trainings and staff meetings, as required; and,
  - ❖ Perform related work, 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;
  - Laws, policies, rules, and regulations which relate to the School and Community Transportation Program;

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- Pennsylvania School Bus Driving Regulations;
  - Principles of operation of automotive equipment sufficient to detect defective operations;
  - Gas and diesel-powered vehicles, including suspension, brakes, electrical, frame, body, fuel, and other mechanical and electrical systems;
  - Proper use of two-way radios, Global Positioning Systems (GPS), video and audio equipment installed on the vehicles, and other pieces of technology/software;
  - Lycoming and Clinton County geographical areas and roads, sufficient to drive transportation vehicles, as assigned;
  - 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 operations and 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; and,
  - Basic fiscal and programmatic principles and policies.
- ❖ Skill 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;
  - 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 vehicles in safe and skillful manner;
  - Plan, organize, direct, and evaluate the work of the assigned drivers, and provide supervision, technical assistance, and guidance;
  - Demonstrate effective problem solving and critical thinking abilities;
  - Deal with conflict resolution and develop logical solutions to any problems that arise;
  - Track expense records for program vehicles, and review invoices and recommend payments;
  - Organize and prioritize work, and develop effective work methods in an area which involves variable phases or different techniques and procedures;
  - 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;
  - Adhere to strict regulatory timelines;
  - Communicate and interact professionally with associates, passengers, and the general public;
  - Understand and carry out written and oral instructions, some of which may include multi-faceted procedures, and accept constructive criticism and react positively;

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- Anticipate and identify appropriate data management system needs; provide input in the design and refinement of databases used to support the Program;
- Identify and meet goals, objectives, outcomes, and timelines within broad parameters and work independently of direct supervision;
- Plan and organize work and develop effective work methods in an area that involves periodic shifts in work schedule, prepare adequate records and reports, and demonstrate a high level of attention to detail;
- Establish and maintain effective, customer-friendly working relationships with program participants, other staff members, outside agencies and institutions, and the general public;
- Collect, organize, analyze, and process information quickly and efficiently; and,
- Maintain confidentiality at all times.