

Trailblazer Joint Powers Board
POSITION DESCRIPTION

Title: Driver Manager
Reports To: Executive Director
Directly Supervises: Drivers, Lead Drivers, Fleet Maintenance Supervisor
Pay Status: Exempt (salaried)

Job Summary:

Under the general supervision of the Executive Director, the Driver Manager is responsible for the general management of drivers and related positions to ensure the safe and efficient operation of the public transit system. The Driver Manager focuses on making sure everything related to directly providing transit service is running smoothly and efficiently. Work is performed primarily in an office, garage, or transit vehicle.

Responsibilities and Duties:

1. Human Resources – Oversees the quality control of work performed by drivers and related personnel; participates in recruitment, selection, and training of employees; manages work schedules; assists in the resolution of personnel matters; administers disciplinary action; maintains necessary documentation; prepares reports; conducts employee performance reviews; assigns work to be completed; recommends changes to service and staffing levels.
2. Operations Support – Reviews daily paperwork; responds to any driver problems, concerns, or complaints; coordinates with dispatch to ensure safe and efficient operations.
3. Risk Management – Performs accident investigations; completes all necessary paperwork.
4. Fleet Management – Supervises and assists the Fleet Maintenance Supervisor to ensure that all maintenance and repairs have been completed properly and in a timely, cost-effective manner; monitors vendor performance and warranty claims; maintains vehicle records; ensures proper inspection and cleaning of vehicles; assists with vehicle procurement.
5. Driving – Operates a transit vehicle in revenue service on a periodic basis to enhance and maintain knowledge of the service area, vehicles, locations, procedures, and customers; assists with the movement of vehicles.
6. Technology – Works with numerous vendors to ensure all equipment and software programs are functioning properly, to diagnose and repair problems, and to make improvements.
7. Customer Service – Answers questions about service; resolves customer complaints.
8. Complies with all local, state, and federal regulations.
9. Attends necessary meetings, marketing events, and training seminars.
10. Conducts business in a professional, courteous manner with all contacts including but not limited to customers, co-workers, supervisors, the general public, and other agencies.
11. Performs other duties as assigned by the Executive Director and/or Director of Operations.

Training Requirements:

- Substance Abuse Awareness and Reasonable Suspicion Training for Drugs and Alcohol.
- Anti-harassment and Respect in the Workplace Training.
- All other training as required by Executive Director.

Minimum Qualifications:

- Four-year college degree in related field (or demonstrated supervisory experience working within the Trailblazer organization).
- Minimum of three years of work experience in a management or supervisory position with human resource responsibilities.
- Possess and maintain a MN Class A, B, or C Commercial Driver's License with passenger endorsement.
- Must meet minimum physical requirements to drive as defined by Federal DOT regulations.
- Ability to lift 40 or more pounds.
- Ability to fluently speak and write the English language.
- Ability to read a map and to follow written/oral directions and instructions.
- Ability to perform effectively in a busy and possible emergency environment.
- Excellent critical thinking, decision making, and problem solving skills.
- Excellent organizational skills.
- Excellent communication skills (both writing and speaking).
- Excellent computer experience using spreadsheets and/or databases.
- Excellent customer service and customer relations skills.
- Excellent attention to detail.
- Pass pre-employment drug test.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the position. The employee is frequently required to sit, talk, and hear. The employee is also required to use hands and fingers to handle, feel or operate objects, tools or controls, and to reach with hands and arms. The employee is occasionally required to stand, walk, climb, balance, stoop, kneel, crouch, crawl, and smell. The employee must occasionally lift and/or move at least forty (40) pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

The work environments described here are representative of those an employee encounters while performing the essential functions of the job. The employee generally works indoors, outdoors, and near moving mechanical parts. The noise level in the work environment is usually moderate.

Federal Safety-Sensitive Classification:

This position is classified as safety-sensitive and is subject to criminal background checks, driving record checks, and Federal drug and alcohol testing laws.

The duties listed in position descriptions are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, reasonable, or a logical assignment to the position.

The position description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the employer change.