

JAUNT, Inc.

Job Title: Safety and Training Manager
Reports to: Assistant Director
Salary Level: Professional

JOB SUMMARY:

The Safety and Training Manager is responsible for the overall safety of the JAUNT operation. This includes management and implementation of the Substance Abuse Testing Program, driver training, and accident prevention and investigation. The Safety and Training Manager will also be responsible for supervision of some of the driving staff. The Safety and Training Manager is responsible for training drivers, therefore he or she must meet all the requirements of a JAUNT driver. This position requires an individual with experience in the fields of safety and/or transportation. It requires an individual with excellent judgment and professional ethics in a fast-paced, high pressure service environment. This individual must be able to professionally communicate with a variety of people including passengers, staff, board members, public officials, agency directors, federal and state officials.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Develops and maintains a Safety Plan for JAUNT and develops and implements training to support the plan.
2. Hires new drivers and constantly looks for methods of enhancing that process.
3. Trains new drivers with an extensive program, provides ongoing training for existing drivers, and conducts road-tests for both employees and non-employee drivers.
4. Trains volunteer drivers and subcontracted private operators when needed.
5. Manages and implements a Substance Abuse testing program in compliance with Department of Transportation regulations. Oversees compliance with this program by outside testing facilities and subcontracted private operators. Prepares annual compliance reports.
6. Investigates accidents ensuring that accident policies and procedures are followed. Monitors co-worker's investigations and coaches them when needed. Convenes Accident Review Committee to evaluate accident preventability and monitors trends and then modifies training appropriately, vehicle procurement, etc. as necessary.

7. Develops and maintains training, substance abuse, accident and related records.
8. Obtains and distributes special driver supplies as needed.
9. Makes recommendations to senior staff on policy changes.
10. Supervises the implementation of driver policies, rider policies and other operations policies and procedures.
11. Works closely with the Operations Manager and Road/Driver Supervisor to ensure that driver supervision is carried out equitably and consistently ensuring staff and passenger safety is maximized.
12. Works closely with all staff members and JAUNT's Insurance companies to ensure JAUNT continues to provide safe service for the lowest cost.
13. Obtains and maintains instructor certification in Passenger Assistance and other areas as needed and as provided by JAUNT.
14. In addition to managing ongoing training, the Safety and Training Manager will be responsible for organizing various safety related meetings.
15. Stays up-to-date on safety and risk management issues.
16. Ensures that JAUNT stays in compliance with all pertinent state and federal regulations.
17. Works with passengers to determine if or how our service can be improved.
18. Performs other duties as assigned.

Road/Driver Supervision Duties:

1. Supervises assigned drivers, coaching them for optimum performance, ensuring their compliance with policies and procedures, and providing additional one-on-one training as needed.
2. Monitors pickup and drop off points to ensure drivers are in compliance with policies. Reports issues with these points to other JAUNT staff for resolution.

3. Works closely with the Operations Manager and Road/Driver Supervisor to ensure that driver supervision is carried out equitably and consistently.
4. Assists Operations Manager in the development of performance criteria; evaluates driver performance
5. Reconciles driver time cards daily and monitors overtime.
6. Provides documentation for incidents reporting exceptional performance, as well as failures to meet performance criteria
7. Maintains reports on attendance, incidents, and other personnel data required for performance evaluations and safety recognition.
8. Ensures compliance with service and personnel policies and procedures; assists Operations Manager in the development of same.
9. Assists clients with complaints and problems pertaining to service delivery or specific personnel; confers with Community Relations and Education Manager as necessary; refers such complaints as appropriate.
10. Works an alternative schedule as necessary.
11. Maintains availability for out-of-town training as needed.
12. Serves as back-up driver, as directed

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND QUALIFICATIONS:

This position is professional, requires a high school diploma or equivalent with a college degree preferred, and a minimum of five years of relevant experience, including supervisory and training experience; a general knowledge of safety programs, familiarity with transit operations; familiarity with the service area; demonstrated ability to work well with diverse groups of people; ability to develop and present information to large and small groups including the general public; experience with computers and computer-generated report formats, deadlines and working under pressure; demonstrated oral and written communication skills; must meet the physical requirements of a JAUNT Driver; must possess a valid driver's license and an excellent driving record. Must have, or be able to obtain within three months, a Commercial Driver's License.