

Transportation Supervisor/Trainer/Dispatcher

Department: Transportation
Reports to: Director of Transportation
Origin Date: 10-15-93
Latest Revision Date: 10-15-04
Salary Range: To be determined
Work Hours: 40-hour, 5 day work week. 2 days off per week. Saturday and Sunday work may be required. On call requirements.

General:

Position is directly responsible for ensuring consistent quality service for Amtran's customers through: training, coaching, on-board, and on-street supervision of operators; dispatching and assisting the Director of Transportation in maintaining safe and dependable performance of scheduled service.

Duties and Responsibilities:

The following duties are performed in conformity with the Amtran union/management agreement.

Supervision:

- Exercising judgment and discretion in interpreting and applying company policies and procedures
- Recommending to Director of Transportation, where necessary and appropriate, administration of discipline
- Investigating operations problems, recommending solutions
- On-board evaluation and documentation of operator job performance, with emphasis on positive customer interaction, Americans with Disabilities Act compliance, and overall safe, consistent, and courteous operation
- Monitoring new and probationary operators to evaluate abilities and suitability to their duties
- Acting in the capacity of the Director of Transportation during absences or in emergency situations

Training:

- Design, development, and delivery of in-house classroom and field training programs.
- Evaluating existing training programs for purchase and use

- Coaching employees to identify individual strengths and areas for improvement
- Consulting with Director of Transportation to assess training needs
- Conducting remedial training of employees as indicated by accumulation of accidents, complaints, or observations

Dispatching:

- Dispatching operators, assigning them work and providing direction
- Utilizing two-way radio to monitor and efficiently direct the operators
- Monitoring on-time performance of fixed route service, adjusting service as conditions dictate, recommending permanent changes as indicated
- Establishing temporary detours when necessary
- Communicating necessary information to operators regarding temporary or permanent changes in routes of service
- Ensuring that all runs are filled and that they operate
- Monitoring all operator work assignments to limit overtime
- Preparing the daily work assignment board in the absence of the Director of Transportation
- Recording operator time and attendance and preparing payroll reports
- Assisting in development of run-cutting boards and operator run picks
- Answering the telephone, providing accurate schedule information to the public, recording complaints/commendations as needed
- Issuing multi-ride tickets to operators and the public, maintaining and reporting an accurate record of sales
- Assisting with the daily counting and banking of fare-box revenue including bank related activities
- Maintaining dispatcher's diary of missed trips, miss-outs, accidents, unusual occurrences, etc.
- Compiling daily fare-box reports and ridership reports
- Notifying police and/or emergency services when an Amtran vehicle is in an accident or needs assistance
- Investigating accidents as appropriate with necessary follow-up and reports
- Maintaining the lost and found department to safeguard items recovered from vehicles

Skills, Knowledge and Abilities:

- Knowledge of transit system and service area
- Knowledge of policy and procedures
- Knowledge of Amtran union/management agreement
- Effective oral and written communication skills
- Ability to perform under pressure, to exercise sound judgement and to prioritize multiple tasks
- Ability to effectively supervise employees

- Ability to establish and maintain effective working relationships with co-workers, representatives of private industry and governmental agencies, and the general public
- Ability to keep records and complete reports using common software applications including Word and Excel
- Ability to maintain confidential information
- Ability to operate two-way radio communication system
- Knowledge of DOT/FTA drug and alcohol regulations
- Possess participatory management style with requisite team building skills

Education and Training:

Minimum requirement is a high school diploma or equivalent. This position requires a minimum of five (5) years of supervisory experience. Additional education is a plus. Training experience is a plus. PennSCORE training is a plus.

Special Requirements:

- This is a “safety sensitive” position subject to drug and alcohol testing as outlined in DOT/FTA regulations.
- Must qualify for fidelity bond
- Must maintain a class B commercial driver license (CDL) with passenger endorsements, air brake restriction lifted, and current medical certification.

Special Equipment:

- Ability to operate revenue vehicles safely in limited, emergency situations
- Must be able to operate two-way radio system
- Ability to operate various audio/visual equipment
- Capable of using common office and money counting equipment and machines

Preferred Attributes (not required):

- Post-Secondary Degree
- Facilitator training
- Accident investigation training
- Run cutting/scheduling experience

Physical Effort:

This position is an indoor, outdoor and on-board function. Banking activities, if needed, require travel in all types of weather, and require the physical dexterity to operate a motor vehicle safely. Other functions may require standing, bending and stooping, but these are not continuous or extended activities. Occasional lifting of up to fifty pounds may be required.

Working Conditions:

This person will work indoors, outdoors, or on board vehicles. The office is located in the garage facility and is at times subject to vehicle exhaust fumes. Banking activities, if needed, may require travel in all types of weather. Some duties and all emergency conditions require working under time constraints.