

County Express Area Supervisor

Northeast Colorado Association of Local Governments (NECALG)

JOB TITLE: Area Supervisor

DEPARTMENT: County Express – Sterling, CO

GENERAL JOB DESCRIPTION

Under the direct supervision of the Northeastern Colorado Association of Local Governments Transportation Director, the Area Supervisor will establish an environment where efficiency is maximized, and costs are reduced where possible. This person must be self-motivated and possess strong customer service and written/verbal communication skills.

MAJOR DUTIES AND RESPONSIBILITIES

- Assist drivers in directions and immediate situations.
- Coordinates dispatching of drivers by receiving and transmitting radio call
- Inputs and retrieves computer data quickly
- Answers questions and provides information to the drivers and clients over the telephone
- Makes entries into automated computer system
- Maintains accurate, up-to-date files and logs
- Assists drivers in ensuring clients are delivered in a timely manner.
- Assemble schedules for the following day of service
- Clearly document all cancellations and no shows.
- Assist in other departments as needed
- Effectively communicate any problems or issues with other dispatchers and drivers
- Complete Purchase Orders on every expense and purchase. (Fuel expenses and car washes can be done on one form per month).
- Oversee all dispatch staff, maintenance dept., drivers and any other office personnel, ensuring a professional, efficient and productive environment
- Answer all customer complaints and address any incidents immediately and professionally in accordance with company policy, reporting immediately to Director or HR Officer as required based on situation
- Establish a system for tracking, organizing and making regular deposits from fares
- Track and organize all bus passes and tickets
- Oversee any activity with Petty Cash and reconcile weekly
- Review monthly time cards and transfer to computer spreadsheet in preparation for payroll, then submit to Payroll department when due
- Review, approve and sign off on any monthly expenses, to be turned in with a Purchase Order for yourself or any employees needing reimbursements.
- Quarterly (or even monthly) safety meetings, ensuring compliance with CDOT/FTA Regulations and addressing any vehicle or personnel safety issues

- Maintain locked, confidential files regarding all drug and alcohol testing, to be picked up monthly by Transportation Director and filed at main headquarters in DQ Files
- Participate in the hiring process with Director/HR Officer as requested
- Maintain a filing system that tracks all your job duties, staff information, incidents, purchase orders/expenses, safety meeting information, route and fee schedules, ridership records, logs, etc.
- Always Ensure that your staff has current copies of the NECALG Employee Manual as well as Transit Policies and Procedures
- In a frugal manner, keep offices and facility supplied with necessities
- Supervisor position is a Dual Role This means that the supervisor will be assigned to another job description. (Dispatch, Maintenance)
- Any other assignments set by the Director

QUALIFICATIONS

Education: High School Diploma or equivalent

Experience: Effective oral and written communication
 Excellent organization and multi-tasking skills
 Ability to effectively interpret contract rules and requirements
 Ability to effectively decipher maps
 Demonstrated excellent written and oral communications and organizational
 Supervisory and Leadership experience is preferred

License:

Colorado Driver's License is a requirement of the position. All applicants must provide a copy of their driving record from the Department of Motor Vehicles.

Drug Screen:

A pre-employment drug test is required. Other required drug tests include: random testing, post-accident and reasonable suspicion. Mandatory termination if the individual employee exceeds drug and alcohol limits.

Other:

Must have general knowledge of computers and basic Microsoft Word programs
 Ability to handle stress, including emergency
 May sit for 6+ hours a day
 Uses computer keyboard and monitor for 6+ hours a day
 High volume use of telephone.
 Creative thinking, problem solving, reasoning, and decision-making