

Intercity Transit
JOB TITLE: Dial-A-Lift Supervisor

BAND	GRADE	SUBGRADE
C	4	1
DEPARTMENT: Operations	DIVISION: Dial-A-Lift	FLSA STATUS: Non-Exempt
SUPERVISION RECEIVED FROM: Dial-A-Lift Manager	SUPERVISION EXERCISED OVER: Travel Training Coordinators DAL Van Operators DAL Dispatch Specialists	PAY GRADE: C41
SUMMARY: Supervises the daily activities of Dial-A-Lift operations. Technical responsibilities include certification of clients for Dial-A-Lift service.		
DISTINGUISHING CHARACTERISTICS: Supervises DAL operations including Travel Training services, monitoring staff performance and work. Program activities are of a professional level and require specialized knowledge of pertinent local, State and Federal rules, regulations and laws governing paratransit services.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FREQUENCY
1.	Supervises staff to include conducting performance evaluations; ensuring employees follow policies and procedures; and making disciplinary decisions and providing recommendations to DAL Manager on an as needed basis. Trains, coaches, mentors, counsels, takes corrective action when necessary.	Daily 20% (B2)
2.	Ensures that Agency standards of safety, courtesy and reliability are met by monitoring DAL operations for adherence to local, State, Federal and Agency policies, rules, regulations and schedules Confers with DAL staff regarding report preparation and new or revised policies, procedures and schedules; counsels and takes corrective action when necessary.	Daily 20% (C4)
3.	Provides field supervision as needed; furnishes advice, assistance and direction with regard to situations that arise as a result of DAL operations.	Daily 10% (B2)
4.	Administers the client evaluation process; ensures compliance with Americans With Disabilities Act (ADA) guidelines; determines and continuously tracks client eligibility; Refers clients to Travel Trainer for functional assessments.	Daily 30% (C4)
5.	Maintains DAL client database files. Continually monitors and evaluates program, analyzes available information, resolves issues, and provides recommendations for improvements.	Daily 30% (C4)

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6.	Prepares a variety of correspondence and follow-up materials for potential and current program users.	Weekly 5% (B2)
7.	Participates in public outreach processes to inform public on specialized transportation services. Prepares and conducts presentation to various jurisdictions, citizen groups, technical groups and others as required.	Occasionally 5% (C4)
8.	Carries out special projects; prepares written reports; and maintains various administrative records.	Daily 5% (B2)
9.	Coordinates with Fixed Route Dispatch on vehicle, operator and service related issues.	Daily 5% (B2)
10.	Provides information to the public regarding services; responds to inquiries and complaints; assures that appropriate information is provided and problems are resolved; documents resolutions . Researches service requests and makes recommendations on findings; acts as liaison for the Agency in general public relations.	Daily 5% (C4)
11.	Executes contingency plans and adapts service for unexpected weather and route conditions, equipment failure, employee illness and similar occurrences.	Weekly 5% (C4)
12.	Periodically monitors DAL activities to observe employee's demeanor, technical accuracy and conformity to Agency policies.	Monthly 5% (B2)
13.	Prepares and conducts classes; maintains current information needed for new hires and current employees regarding Agency standards and/or new equipment.	Monthly As Required
14.	Contributes to the goals and objectives of the Department, to include formulation and implementation of operational policies, procedures and controls to ensure safe and efficient operational activities and adherence to established service, budgetary and customer satisfaction standards. Recommends changes as warranted.	Monthly 5% (B2)
15.	Performs other duties of a similar nature or level.	As Required
16.	Must meet regular time and attendance standards.	Always

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Knowledge (position requirements at entry):

Knowledge of:

- Supervisory principles and practices;
- Applicable Federal, State, and Local laws, rules, and regulations;
- ADA guidelines.

Skills (position requirements at entry):

Skill in:

- Monitoring and evaluating subordinate staff;
- Preparing reports;
- Maintaining logs and records;
- Using applicable hand tools;
- Preparing schedules and routes;
- Providing customer service;
- Facilitating training sessions;
- Preparing a variety of written correspondence and reports;
- Giving presentations;
- Handling multiple tasks simultaneously;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor and the public sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

Associates Degree in a related field and four years of related or transit experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

Must submit to criminal background check, the results of which must meet hiring criteria for the role.

Physical Requirements:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, driving, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

New position prepared by Emily Bergkamp, Director of Operations
Date: 5/13/19