

Easi Access Transport Supervisor Job Description

Responsibilities

- Recruit, supervise and train small team of bus drivers and Easi Cab call centre staff.
- Work with Easi Cab Call Centre Staff to coordinate operation of Easi Cab transport services for its members.
- Supervise the work shift assignments and monitor buses and drivers on a daily basis. Maintain manifests.
- Observe the driving staff and routinely conduct performance evaluations of the drivers. Schedule training sessions and report driver skills and knowledge to management.
- Oversee inspection of vehicles for safety and compliance, and schedule buses for repairs.

Job brief

We are looking for a competent Transport Supervisor to manage our Easi Access Transport accessible taxi service. Under the direction of the Manager, you will be responsible for hiring and training of bus drivers and Easi cab call centre staff and ensuring the smooth running of Easi Cab services. The supervisor has responsibility for all aspects of the transport service, including staff management, budgets, funding resources, as well as managing a small group of drivers. Duties will include coordinating routes for service users, drivers rosters, and ensuring all services are delivered in a timely manner. Maintains timesheets, manifests and other routine records, including, but not limited to Google calendar, lodgements, invoices, vendor accounts, etc. Maintains records of work and writes monthly reports summarizing programme activities.

An excellent transport supervisor must be reliable and have a great eye for detail, skilled in time management, critical thinking, communicating and listening. The supervisors should excel in establishing and maintaining positive relationships with drivers, staff and customers. The supervisor must complete performance evaluations on vehicles and drivers, resolve transportation complaints or issues, coordinate training procedures and often make recommendations on hiring and firing. Possession of a current and valid motor vehicle operator's license. This is a part time post but may be linked to others post within the organisation.

Job Function

- Ensure that Easi Cab transport operation meets its performance and safety targets, monitoring it and reporting to the Manager
- Oversee the preparation of daily schedules and services. Ensure work schedules and attendance sheets are accurately maintained and delivered in a timely fashion
- Recruit, supervise and train small team of bus drivers and Easi Cab call centre staff.
- Investigate and deal tactfully and courteously with fellow employees to resolve complaints from customers. Deal with disciplinary and

grievance matters in relation to team members in line with company policies

- ▢ Maintain personnel records for each team member, ensuring data protection and confidentiality in relation to such records
- ▢ Adhere to quality standards and safety regulations and bring any concerns to the attention of the Manager
- ▢ Ensure adequate protective clothing/equipment is purchased and issued to team members
- ▢ Contribute to the development of budget and ensure compliance
- ▢ Observe the driving staff and routinely conduct performance evaluations and report driver skills and knowledge to the Programme Manager
- ▢ Schedule appropriate training sessions for drivers
- ▢ Oversee inspection of vehicles for safety and compliance, and schedule buses for repairs; DOE, etc.
- ▢ Write reports and present options and recommendations to the Manager
- ▢ Analyse results of surveys of passenger and start new projects to improve performance
- ▢ Market passenger services to encourage greater passenger use of Easi Access transport.

Requirements

- ▢ Proven experience in transport management and planning or similar role
- ▢ Experience with supervision of employees, fleet management, training and development, scheduling and vehicle maintenance.
- ▢ Computer literate with knowledge of Word, Excel, etc
- ▢ Excellent communication and interpersonal skills
- ▢ Possession of a current and valid motor vehicle operator's license.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.