



Eastern Band of Cherokee Indians

ASSISTANT SUPERVISOR - TRANSIT

Position Description

Program:	Transit	Reports to:	Operations Coordinator
Division:	Operations	Position Number:	955016011; 955016016
Classification:	Non - Exempt	Revision Date:	06/06/2023
Pay Level:	10	Safety Sensitive:	Yes

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Improves the overall mobility of transit passengers by careful planning and positive interaction with passengers and agencies. Coordinates all sections of the public section of Transit and implements the day-to-day operations of the public section of Transit Services which includes, supervising drivers and dispatchers, arranging coverage for all routes, assigning vehicles, conducting ride checks, vehicle inspection checks, and building and grounds checks. Schedules all drivers and for their participation in EBCCI's group events such as health screens, benefit presentations, holiday celebrations, Personnel Policy reviews, etc.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Assigns all work assignments to public personnel. Completes performance evaluations and enforces disciplinary actions as necessary by following the EBCCI Personnel Policy and Transit policy.
- Assists and/or Conducts interviews with driver applicants, makes recommendation for hiring, and assists in the orientation and training of all new personnel as needed.
- Responsible for ensuring that the public drivers pass daily inspection and clean inside and out of their assigned vehicles.
- Reports any non-routine needed repairs to the Maintenance Technician or Operations Coordinator.
- Ensures all routine maintenance of vehicles is carried out working with Maintenance Technician and/or Motor Pool staff, or Operations Coordinator following approved Transit preventative maintenance and safety procedures.
- Plans and coordinates the preventive maintenance schedules with the Maintenance Technician or the Operations Coordinator.
- Handles passenger complaints by responding to passenger's concerns as appropriate.
- Assists as needed to facilitate the daily flow of work, including driving vehicles as needed and assisting the Supervisors/Dispatchers with work assignments.
- Monitors condition of all vehicles. Responsible for implementing the preventive maintenance procedures, including reviewing all vehicle inspection sheets with appropriate follow up.
- Assists drivers with vehicle operations as needed, i.e. checking items not working properly and making decisions on follow up action that ensures the safety of the drivers and passengers.
- Randomly inspects vehicles for cleanliness and safety concerns, and periodically, checks drivers on their routes for safe

Position Description

driving habits and schedule dependability.

- Periodically rides with all drivers to passenger's destinations to make any necessary changes in the route and to become familiar with all roads and road conditions.
- Implements a system to routinely solicit feedback from passengers and other agency staff to monitor and improve operations.
- Adheres to transportation policies, procedures, and guidelines. Implements approved transportation procedures and policies.
- Makes recommendations of change for policies and procedures as needed. Assists dispatcher(s) as needed with necessary information in order to schedule, issue, enter, and validate trip information.
- Oversees all route assignments for drivers to provide the most efficient and economical operation of Transit services.
- Maintains specified records, files, and logs of daily Transit operations.
- Assists in maintaining driver's certifications and licenses such as CPR, First Aid, Drivers Safety, Defensive Driving and Passenger Assistance, etc.
- Responsible for communication between drivers, dispatchers, Operations Coordinator, and Manager.
- Assists Manager - Transit as needed with developing new routes or opportunities for Transit service.
- Assists Office Assistant and other administrative staff with driver's time sheets and leave sheets as needed.
- Assists Transit Administrative Staff with annual Rodeos. Assists in maintaining safety and security of all program assets.
- Performs all duties according to approved safety guidelines of EBCI and Transit policy.
- Drives any Transit vehicle and transports passengers safely as necessary.
- Substitute for dispatcher as needed.
- Reviews route data and reconciles information within transit scheduling software for accurate data entry and billing in a timely manner.
- Implements and ensures a schedule to clean vehicles, parking lot, and bay areas, as well as cleaning driver's break room.

Scope of Supervision:

This position is supervised by program leadership. This position is responsible for supervising assigned personnel.

MINIMUM MANDATORY QUALIFICATIONS

- | | |
|---------------------------------------|--|
| Experience: | Three (3) years of related experience required. Experience of 1 year in a transportation related position and 1 year in supervision or management. |
| Education: | High School Diploma or GED Equivalent required. |
| Licenses & Certifications: | Valid, insurable NC Driver's License required. |

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Must become knowledgeable about all aspects of transit operations, including local, State, and Federal laws, customer service, training and driver's safety, public relations, and service contracts.
- Must have thorough knowledge of vehicle maintenance, vehicle safety, and safe vehicle operations.
- Must be familiar with reservation geography, facilities, and other departments.
- Must be familiar with OSHA specifications.
- Must know thoroughly the proper use of all assigned safety gear and equipment.
- Requires the ability to read, write, interpret, and communicate instructions effectively to staff.
- Requires skill in the operations of various transit vehicles such as vans, buses, handicapped lift-equipped vans, etc.
- Requires the ability to effectively plan and coordinate transit schedules and routes.
- Requires technical training for various levels of Transit licenses and certifications.

Position Description

- Six months would be necessary to become proficient in most phases of the job.

Safety/Accuracy Focus:

This position has been designated as safety-sensitive based upon position tasks, and required knowledge, skills, and abilities. Reviews job functions, duties, and procedures for errors. Errors in judgment could cause injuries or could cause inefficient operation of the department.

Key Relationships:

Interacts with other Tribal departments and the general public in coordinating services. Must be tactful, courteous, and professional at all times. Has frequent contact with passengers, business owners, and visitors to the Cherokee area, other Transit program staff, other Tribal Program staff, medical staffs, and Department of Social Services personnel. Must act professionally with tact and courtesy.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. An above average degree of discretion is required as incumbent has knowledge of passengers' medical conditions and life situations. Must adhere to all Transit and EBCI confidentiality policies and procedures.

Complexity of Duties:

This position includes completing tasks of varying complexity levels. Job duties require planning and coordinating several activities at once. Requires close attention to detail in planning and problem solving to develop appropriate actions. A portion of the work is repetitive and follows an established schedule. Subject to frequent interruptions, by persons and telephone calls. Must have a good working knowledge of the policies, procedures, materials, tools, and equipment utilized within the assigned area of responsibility. Must be familiar with area geography, other facilities, departments, and agencies. Must be familiar with applicable safety procedures, OSHA specifications, and Transit guidelines. Must know the proper use of all assigned safety gear and equipment. Must have knowledge of transportation procedures and duties. Requires the ability to read, write, interpret transportation specifications and rules, and communicate instructions effectively to subordinates. Requires the ability to maintain specified records, files, and logs. Must maintain effective working relationships with passengers, with various program staff, with medical staff, and with other Transit programs. Job duties require problem solving and analysis of circumstances to develop appropriate action. A portion of the work is repetitive and follows established schedules.

PREFERRED QUALIFICATIONS

No other preferred qualifications.

WORK ENVIRONMENT

Work Environment: Works in office and outdoors. Is exposed to all types of weather, temperatures and the flow of traffic.

Mental/Visual/Physical Effort: Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. Close attention to detail is required with duties. Job duties require physical efforts in walking, reaching, bending, climbing, manual dexterity, visual acuity, and good eye/hand/foot coordination. Must be able to hear and speak effectively. Must be able to pass required physical examinations.

Position Description

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

***Disclaimer:** The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

ASSISTANT SUPERVISOR - TRANSIT

Position Description

ACKNOWLEDGMENT

I have reviewed the content of the **Assistant Supervisor - Transit** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date