



# Job Description

**LifeTime Resources Mission Statement:**

*Working together to provide services that help people maintain their independence*

**LifeTime Resources Core Values:**

**Compassion**

**Cooperation**

**Commitment**

**Job Title:**

Driver Supervisor –  
Staff Recruitment & Development Specialist

**Supervisor:**

Catch-A-Ride Director

**Division:**

Catch-A-Ride

**FLSA Status:**

Non-Exempt

**Position Overview:**

Responsible for driver supervision and assisting in operations, ensuring consistent provision of quality services in keeping with *LifeTime Resources, Inc.* goals and objectives, as well as requirements of Indiana Family and Social Services Administration, Indiana Department of Transportation, and other regulatory agencies. This is a Safety Sensitive position.

**Essential Functions:****MANAGEMENT/SUPERVISION**

- Operates within budgetary guidelines; maintains cost control.
- Ensures quality services and continual improvement; meets required compliance standards; provides a vision for employees to attain; monitors the attainment of goals and objectives; provides technical assistance to employees as needed.
- Communicates and coordinates with Drivers to develop system improvements.
- Performs bi-monthly Driver observation assessments and shadow observations as necessary.
- Ensures employees report incidents and concerns as necessary and adequately resolves reports in a timely manner.
- Monitors and provides feedback to drivers regarding their safety performance and responds to safety event alerts received through the Samsara monitoring system, as necessary.
- Ensures adherence to the Accident and Moving Violation policy. Investigates all incident and accident reports and performs site investigations as needed. Coordinates and serves on the accident review committee and provides the Fleet Management Specialist with the necessary information to complete insurance claims.
- Serves on Catch-A-Ride's Service Review Committee to discuss any service modifications that may be necessary to ensure compliance with the Title VI plan.
- Supervises Drivers; ensures the completion of personnel requirements including job descriptions, performance appraisals, disciplinary action, continuing education, and proficiency testing for compliance with federal, state, and local regulations, and service contracts. Maintains driver files.
- Ensures employee adherence to policies and procedures, escalating to the Director when necessary.
- Evaluates field operations on an ongoing basis; attains established goals.
- Resolves field operation problems and addresses issues noted in quality assurance reviews.
- Ensures professionalism in service and adherence to agency goals and philosophy.
- Prepares Driver memos.
- Ensures vehicles are fully equipped with all paperwork (registration, insurance card, extra forms, etc.), vehicle postings (Title VI, Seat belts, Service Animals, No Smoking, Cameras in Use, Broker Contact Information, Spanish Translation, etc.) and supplies at all times.

## **Drug & Alcohol Program Management**

- Attends DISA supervisor training for the FTA Drug and Alcohol program and provides assistance with the program as directed by the Drug and Alcohol Program Manager (DAPM).
- Successfully completes the Designated Employer Representative (DER) and Reasonable Suspicion Training through RTAP bi-annually and reports suspicious activities and/or other issues as necessary.
- Conducts quarterly random drug and/or alcohol testing in accordance with the Drug & Alcohol Policy
- Documents Last Drug Test in Utility

## **Maintaining Adequate Driver Staffing & Credentials**

- Assessing system needs for drivers and as needed: interviews, completes new hire process, in driver orientation covers general forms and procedures, Outlook and DUO set up, tablet and EWS training, etc.
- Maintains adequate supply of Driver shirts and orders as needed.
- Coordinates and facilitates new driver orientations; scheduling the room and participants, ensuring training materials, the HR packet, and supplies are prepared in advance, ensuring vehicle and wheelchair availability for demonstration, etc.
- Promotes and markets Catch-A-Ride on Facebook
- Responsible for Driver Timesheets and Leave Requests, ensuring they are submitted and approved within a timely manner, ensuring all corrections are made, running biweekly payroll reports. Also, ensures Driver Availability is updated with all leave requests.
- Adds new days to Easy Rides scheduling software and applies drivers to routes, finds drivers to cover open routes and maintains the Driver Availability tracking sheet.
- Maintains CAR Driver Hours Report and ensures benchmarks are met, including the need to ensure that drivers do not exceed an average of 57 hours per pay period.
- Maintains driver safety incentive program.

## **OTHER**

- Takes after-hours calls as assigned.
- Assists with other program duties as needed.
- Assists in fundraising and promotion of agency.
- Serves as back up for the other Driver Supervisors, ensuring that all necessary tasks are accomplished in that person's absence.
- Serves as back up for CAR office positions as assigned. Ensures adherence to the following:
  - Trip Scheduling & Cancellation Policy
  - Fare Rate Policy
  - Reasonable Modification Policy
  - Title VI Plan
  - ADA & Complaints Policy
  - Accident & Moving Violation Policy
- Serves as back up driver.
  - Maintains a valid For Hire Endorsement or CDL license and driving record in compliance with Catch-A-Ride's BMV Record Policy. Reports any accidents/traffic violations immediately (even if incurred while off-duty).
  - Maintains CPR and First Aid certification.
  - Adheres to TB Testing policy.
  - Adheres to Physical & Drug Testing requirements.
  - Adheres to the Seatbelt Usage Policy.
  - Attends all required training provided by the Rural Transit Assistance Program (RTAP); Passenger Assistance, Defensive Driving, Emergency Evacuation, and Pre-Trip Inspections.
  - Follows all rules of the road, practices defensive driving and displays necessary driving skills in all situations.

## **ADMINISTRATIVE/GENERAL**

- Completes reports as required
- Performs clerical duties as assigned.

- Provides input to the Director on items to be included in the monthly Agency Update.
- Promotes and markets Catch-A-Ride and in the community; ensures that Catch-A-Ride literature is continually available at strategic locations and coordinates sale and installation of vehicle ads.
- Consistently and effectively utilizes position procedures; recommends changes when necessary and completes updates as required.
- Adheres to agency policies and procedures.
- Attends all meetings and training sessions for job position.
- Understands, supports, and models the agency's Mission-based Values.
- Engages in other related activities or special projects as required or assigned.
- Works to achieve established productivity standards in the areas of:
  - Total trips (transportation)
  - Total operating expense per trip (transportation)
  - Average income per trip (transportation)

*The essential functions identified here are a representation of those duties required of this position and in no way are intended to be a complete list.*

**Performance Requirements:**

*Knowledge, Skills, Abilities, & Mental Demand:* Clerical and computer skills; including ability to use Microsoft Office Suite, written and verbal communication skills; listening skills; interpersonal skills; customer service skills; ability to perform multiple concurrent tasks; reasoning and problem-solving skills; ability to work with minimum supervision; program management skills; supervisory skills; analytical skills; public speaking and presentation skills; ability to handle sensitive situations; ability to work closely with others on a daily basis; networking skills; telephone skills; map reading skills; defensive driving skills; time management skills program planning and development skills.

*Physical Effort:* Medium Work: Exerting up to 20-50 pounds of force occasionally and/or 10-25 pounds of force frequently; bending, crouching, kneeling, twisting, pushing, pulling, sitting (particularly for long periods of time).

*Working Conditions:* Office environment, customer contact; regular travel in a personal vehicle and/or an employer-owned vehicle, all traffic situations, inclement weather, possible exposure to bodily fluids.

*Education, Experience and Training:* Must be at least 25 years of age. Commercial driver's license or For Hire Endorsement license; successful completion of required trainings after hiring to include CPR and First Aid; high school diploma or equivalent required. Knowledge of basic or commonly used procedures or operations or at least 3 to 4 years of related experience.

*I have read and understand the responsibilities and requirements of my job description.*

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Employee Signature

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Date