

STARTRAN HANDI-VAN SUPERVISOR

NATURE OF WORK

This is responsible supervisory work involving the delivery of complementary paratransit services to Handi-Van and brokered taxi cab users.

Work involves responsibility for scheduling service users by means of a computerized scheduling/reservation system; dispatching Handi-Van Operators by means of a two-way radio system; and supervising and checking on Operators to insure compliance with operating schedules as well as established operating procedures and policies. Supervision is received from an administrative or a professional superior with work being reviewed in the form of observations, consultations and public comment. Schedule supervision is exercised over subordinate Handi-Van Operators.

EXAMPLES OF WORK PERFORMED

Oversees and supervises the implementation of complementary paratransit services in compliance with current City policies and transportation related ADA requirements; counsels drivers in proper methods of handling handicapped and elderly passengers to avoid injury to drivers and passengers.

Maintains and reviews daily work assignments of Handi-Van Operators for prompt pick-up and/or delivery times and missed trips; operates two-way radio system in the performance of dispatching duties; and operates a computerized scheduling/reservation system.

Responds orally and/or in writing to complaints; interviews drivers to determine validity of complaints; takes necessary action to eliminate future problems; evaluates and responds to driver's suggestions and complaints regarding riders, pick-up and destination locations.

Dispatches Handi-Van and brokered taxi cabs; receives trip requests from authorized riders and schedules to nearest requested time; schedules all return trips to appropriate van or brokerage service.

Monitors telephone answering device for trip requests on Sundays and holidays; confirms, denies or negotiates the request with clients for next day service.

Attends meetings and prepares reports as requested by management.

May supervise and participate in various training activities within the transit system.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the principles, practices and techniques of bus operations and the delivery of complementary paratransit services to the elderly and handicapped.

Considerable knowledge of transportation related ADA regulations as they apply to complementary paratransit services.

Knowledge of the City's street system and possible alternate routes.

Knowledge of the areas of service within the City.

Ability to supervise and monitor the activities of Handi-Van Operators and the delivery of complementary paratransit services.

Ability to utilize a computerized scheduling system.

Ability to prepare accurate and comprehensive reports.

Ability to understand and carry out both oral and written instructions.

Ability to establish and maintain effective working relationships with the League of Human Dignity, co-workers, Operators, and patrons of Handi-Van and brokered taxi cab services.

Skill in the operation of a two-way radio communication system.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent plus experience in the operations section of a municipal transit system; experience involving compliance with transportation related ADA guidelines in a complementary paratransit system; and some supervisory experience.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent plus experience involving compliance with transportation related ADA guidelines in a complementary paratransit system; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

Possession of a valid driver's license when operating a vehicle is necessary to the satisfactory performance of assigned duties.

When operating equipment that falls under the Nebraska Commercial Driver's License (CDL) status, the employee is required to possess and maintain the proper license and endorsement.

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