

Let's Go, Triangle!

Triangle Transit is now



Triangle

Paratransit Supervisor I. GoTriangle, the regional transportation organization is searching for a Paratransit Supervisor. This position has the responsibility of directing the day-to-day operations for delivering all scheduled service per organizational policies and procedures. Duties involve daily communication and interaction with operators and dispatchers. Must organize and conduct activities to assure safe, cost-effective, and on-time operating performance using Trapeze Scheduling Software. Supervises all dispatching, route assignments and selection activities; provides direction to operators and dispatchers as to customer service expectations. Monitors customer service satisfaction related to services received. Candidates must have flexible schedule and be available to work the majority of operational hours.

Responsibilities include (but not limited to):

- Assigning vehicles to operators.
- Monitoring schedules and recording daily work status of operators using Trapeze Scheduling Software.
- Recording customer complaints as directed.
- Receiving and scheduling transportation requests from the general public over the telephone.
- Promptly addressing any field problems such as accidents, breakdowns, delays, etc. and maintaining a log of such occurrences.
- Maintaining a positive work environment by providing all employees with fair and equitable supervision and encouraging professional and personal growth.
- Maintaining customer service goals as established by the Operations Supervisor/Manager.
- Performing supervisory responsibilities including providing employee performance feedback, providing recommendations for developmental training and providing disciplinary action which includes issuing written warnings.
- Working knowledge of Worker's Compensation Procedures.
- Interpreting and enforcing Triangle Transit Work Policies, Rules and Procedures; FTA, ADA and DOT guidelines regarding transit operations.
- Completing and balancing daily payroll/time cards.
- Insuring that all operators and dispatchers follow all safety rules and regulations.
- Performing other routine office duties as assigned.

Candidate should have an Associate's Degree from an accredited college or university with three years of transit related experience. Individual will possess knowledge of existing transit routes, regional transit service area and ability to read maps. The ability to use proper telephone etiquette and radio procedures is expected. Must have or be able to obtain a class B CDL with P endorsement. Candidate will also be able to meet the Department of Transportation physical requirements and maintain a DOT card. The individual will possess excellent oral and written capabilities, have a working understanding of PC's including the Microsoft Office Packages, and ability to react calmly and quickly in emergency situations. Candidate must be able to report to work during adverse weather conditions.

Salary range is \$31,821-\$53,968. Interested and qualified individuals should complete an application and email to: jobs@gotriangle.org or mail to: GoTriangle, Attn: HR. PO Box 13787, RTP, NC 27709. No 3rd party solicitations or phone calls, please. EOE.