



Cape Fear Transit Management

Full-Time Fixed Route Transit Supervisor/Dispatcher

JOB DESCRIPTION

POSITION TITLE: Fixed Route Transit Supervisor/Dispatcher

JOB SUMMARY: Serves as First Line Supervisors for operators, customer response, operator field evaluation and accident first-responders

WORK SCHEDULE:

- Forty (40) hour work week, hours may vary
- Must be available during disaster and emergency events
- Must be available to be on call to respond to fixed route events

REPORTS TO: General Manager/Operations and Safety Manager

DESCRIPTION OF DUTIES/RESPONSIBILITIES:

- Communicates job requirements, responsibilities, and expectations to drivers.
- Responsible for day-to-day driver job coaching and evaluation reports to location management.
- Conducts on-the-scene accident and incident investigations; prepares necessary documentation and reports for accidents/incidents; assists drivers in preparing accident/incident reports and documentation.
- Conducts behind-the-wheel training and re-training with drivers.
- Observes drivers on the road, correcting safety problems on the scene and documenting violations.
- Assists Safety Manager with DOT/FTA compliance regarding drug testing and recordkeeping
- Serves as liaison between drivers and customers/passengers/mechanics regarding service issues.
- Clear all GFI exceptions daily.
- Input manual count sheets for the trolley and other routes as necessary.
- Evaluates and monitors driver safety and performance.
- Assumes additional responsibilities as required.
- Assists with dispatching, driving and miscellaneous office tasks as needed.
- Assist with accuracy of daily cash counting.
- Obtains a CDL required to operate vehicles at location, maintains that license, and drives routes periodically.
- Conducts Road Calls (vehicle swap outs) as needed.
- Additional location-specific duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Primary role is to serve as a support system for the bus operators and the customers.
- Supervisory experience with hourly employees, with 2-3 years of transit supervisory experience preferred
- Computer literate with working knowledge of MS Word and MS Excel
- Familiar with basic vehicle mechanical processes and maintenance
- Ability to effectively prioritize tasks and manage time effectively
- Excellent verbal and written communication skills
- Ability to appropriately interact with employees at all levels including drivers, customers, senior management, union officials, client representatives, general public, etc.
- Work extended hours as needed including Saturday on-call rotation
- Demonstrate regular and consistent attendance and punctuality
- Superior problem-solving skills and judgment use

QUALIFICATIONS:

- High School Diploma or GED Equivalent.
- Must have CDL/P Endorsement
- Minimum of 1 year bus driving experience or previous dispatching experience.
- Pre-employment background checks and DOT physical required.

SKILLS REQUIRED:

- Must be able to react calmly and quickly in emergency situations and be able to perform assigned tasks with minimum supervision.
- Microsoft Office –Excel, Word, Power Point, Outlook
- Proficient in Arithmetic
- 10 Key calculator
- Verbal Communication

PHYSICAL REQUIREMENTS:

- Long periods of standing, talking, sitting
- Typically requires talking, hearing, seeing, and repetitive motions.
- May require lifting up to fifty pounds.
- May require flexible schedule subject to change with little notice.
- On-Call schedule determined by Management.

STATUS: FSLA Exempt

HIRING RANGE: DOE

REVISION DATE: 5/5/2025